



Falkland Islands Government – Job Description

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| Job Title: | Director of Health and Social Services | | |
| Department: | Health and Social Services | Section: | Senior Management Team |
| Reports to: | Chief Executive | | |
| Grade: | Falkland Islands Government Grade - A1 | Job Code: | 216DHS |

Job Purpose

The post holder will be responsible for the successful delivery of all strategic and operational management for the services across the Health and Social Services Directorate. They also play a major part in realising and embedding the vision, aims and objectives for the Directorate and creating routes towards realising these goals.

Job Facts and Figures

There are c200 full time equivalent employees across the Directorate. (NB. This figure does not include any visiting consultants, locums, agency staff or sub-contractors which are used to support service delivery).

The Director of Health and Social Services is responsible for the following budgets in 2022/23:

- £600k Revenue;
- £14.5 million Expenditure.

In addition to this, there is a significant programme of Capital Investment in Health and Social Services projects scheduled over the next five years.

Main Accountabilities

- Provide effective leadership to all health and social service programmes and services mandated by elected Members of the Legislative assembly, (MLA's) in accordance with strategic priorities.
- Ensure the successful delivery of an integrated continuum of efficient health care consistent with requirements, service objectives and policies, including primary and community care, accident and emergency services, secondary care, the programme of visiting specialists and patient treatment overseas.
- Ensure the provision of robust social services for the Islands in line with requirements and in particular, ensure robust child protection arrangements are in place that are consistent with the laws, regulations of the Islands and best practice.
- Develop and maintain positive and constructive working relationships with all key stakeholders including MLA's, other Government departments and the UK NHS Trusts and Government with whom the department works closely with.
- Ensure all service providers deliver strong community-based health and social services and that they are continually developed and supported.



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Main Accountabilities (*continued*)

- Develop and oversee Islands-wide health and social services projects and initiatives, including Capital Investment projects such as the Extra-Care Facility and KEMH Re-development Project.
- Conduct community consultations and research to support the development of required programmes.

Corporate Responsibilities

- **Service Objectives** – ensure that services within the directorate are of the highest quality and operate in an integrated way to achieve objectives set for the Directorate and its services.
- **Service-wide responsibility** – represent the interests and the views of the directorate and FIG to all external bodies where appropriate.
- **Partnerships** – ensure close working relationships are developed to implement services with private, voluntary, public and statutory bodies.
- **Political Priorities** – as a member of the Government’s Corporate Management team, (CMT), work with the Chief Executive to ensure the Government is pursuing a coherent and practical strategy in line with political priorities.
- **Strategic planning** – lead the strategic management of the assigned services, ensuring achievement of relevant Islands’ Plan and Business Plan targets and take a pro-active approach to strategic planning, the provision of directorate and business unit plans, continuous improvement and the provision of management systems, processes and structures in line with corporate policies.
- **Budget Management** – ensure that budgets are managed efficiently through effective planning, monitoring and reporting in adherence with FIG’s Financial Regulations.
- **Co-ordination** – ensure that services, in particular cross sector services, are co-ordinated and linked appropriately with other services within FIG.
- **Performance Management** – develop service strategies and plans setting relevant and robust performance targets, performance indicators and employee development plans.
- **Monitoring Performance** – ensure effective management of all employees and their performance objectives by undertaking regular monitoring/review sessions in accordance with FIG’s performance development scheme and/or as directed by the Chief Executive.
- **Legislative Assembly/Committees** – support the work of elected Members collectively and individually by providing policy advice for areas of assigned responsibility and overseeing the achievement of political decisions in relation to Health and Social Services.
- **Good Governance** – ensure compliance with the corporate governance framework with particular reference to Standing Orders and Financial Regulations.



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Main Accountabilities (*continued*)

- **People Management** – Ensure effective management and development of all staff and in accordance with the policies, procedures and codes of the Falkland Islands Government
- **Project Management** – Ensure effective and robust project management, working to agreed standards with the Director of Development and Commercial Services

The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.

Criminal Record Checks - This post is regarded as a sensitive post

All applicants for Government posts will be asked to disclose convictions upon application. Criminal records will only be considered for recruitment purposes when the conviction record is relevant. Having an 'unspent' conviction will not necessarily bar a candidate from employment. This will depend on the circumstances and background to the offence(s).

Any information given will be completely treated as confidential and will be considered only in relation to the post to which the application refers.

Failure by a candidate to reveal information that is directly relevant to the post applied for could lead to the withdrawal of an offer of employment.



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| Person Specification: | Director of Health and Social Services | | |
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| Criteria | Essential | Desirable | Assessment Method |
| Education and Training: | | | |
| Degree (or equivalent) in a relevant subject | ✓ | | A |
| Professional qualifications in a relevant subject matter | ✓ | | A |
| Master's degree or equivalent in a relevant subject (e.g. MSc Healthcare Management) | | ✓ | A |
| A business-management qualification | | ✓ | A |
| Knowledge, Skills and Experience: | | | |
| Substantial (e.g. 10 years +) recent relevant experience at Senior Management level across relevant services | ✓ | | A |
| Experience in successfully managing major organisational change and development | ✓ | | A/I/R |
| Hands-on experience of effective problem-solving and taking an innovative, but practical and pragmatic approaches to service delivery | ✓ | | A/I/R |
| Experience of managing and developing diverse service areas which are responsive to end users' needs, requirements and preferences | ✓ | | A/I/R |
| Experience and evidence of working effectively in a complex multi-disciplinary environment and coping with changing priorities and pressures | ✓ | | A/I/R |
| Demonstrated ability to align policy imperatives with service outcomes to achieve the overall strategies set by top-tier management and elected Members | ✓ | | A/I/R |
| Significant experience of large-scale project and programme management and strategic planning at Senior Manager / Director level | ✓ | | A/I/R |
| Proven experience of using strategic thinking to deliver complex, wide-ranging and effective organisational development and to reduce bureaucracy as well as remove unnecessary or defunct operations, systems and services. | ✓ | | A/I/R |



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| Knowledge, Skills and Experience: (continued) | | | |
| Evidence of successful partnership working and managing interfaces between health and social care | ✓ | | I/R |
| Proven ability to work with, and effectively manage, a range of senior medical and health care professionals and resources | ✓ | | A/I/R |
| A proven track record in effective financial planning of substantial budgets and delivery of 'Value for Money' service concepts and possession of a solid track record of effectively managing financial service delivery and reputational risk | ✓ | | A/I/R |
| Experience of delivering effective performance management at organisational and individual staff level | ✓ | | A/I/R |
| Experience of policy development at Board or equivalent level. | ✓ | | A/I/O |
| Strong planning and organisational skills | ✓ | | I/R/O |
| Evidence of the ability to constructively address relationship and cultural determinants of organisations that impact on the wider determinants of health and social services | ✓ | | I/R |
| Able to demonstrate delivery of improved health services through mainstream medical activities | ✓ | | A/I/R |
| Experience of successfully navigating and influencing Health/Social services and public sector government cultures, structures and policies | ✓ | | A/I/R |
| Experience of developing clinical quality assurance, quality improvements and evidence based clinical and/or health practice that positively impact service provision | ✓ | | A/I/R |
| Experience of management of emergencies and major incident planning | ✓ | | A/I |
| Strong interpersonal skills, able to win confidence and maintain credibility | ✓ | | I/O |
| Excellent communication skills (verbal and written) and ability to present complex information effectively to large audiences in the form of oral and written presentations | ✓ | | A/I/R/O |
| Excellent leadership skills, with the ability to effectively manage staff at all levels, including those who are not direct reports | ✓ | | I/R |



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| Knowledge, Skills and Experience: (continued) | | | |
| Experience of working effectively in a highly political environment | | ✓ | A/I/R |
| Able to interpret large datasets and produce clear concise analytical outputs | ✓ | | I/R/O |
| Able to initiate and drive corporate projects through winning sufficient consensus and then ensuring delivery through focus on time-scales, budget and outcomes | ✓ | | I/R |
| Ability to work independently, at a senior level and as part of a team | ✓ | | I/R |
| Able to deal credibly with elected Members and Senior Civil Servants in addition to other leading members of the community and the general public | ✓ | | I/R |
| Ability to apply experience to the particular challenges of the Falkland Islands | ✓ | | I/O |
| Personal Attributes: | | | |
| Able to prioritise work, and work well against a background of uncertainty | ✓ | | I/R/O |
| Proactive, flexible and enthusiastic individual with a 'can do' attitude | ✓ | | I/R |
| Ability to think laterally and creatively to generate novel but realistic solutions | ✓ | | I//R/O |
| Resilient and calm under pressure | ✓ | | I/R |
| Keen sense of probity and the need to operate within the bounds of the strictest confidentiality | ✓ | | I/R |
| Takes accountability and accepts responsibility for service deliverables | ✓ | | I/R |
| Note to Applicants: Please ensure that you demonstrate your ability to meet the requirements of the job by giving clear, concise examples of how you meet each criterion on your application form. | | | |

Method of Assessment:

A - Application Form I - Selection Interview R – Reference O - Other