

SOCIAL FINANCE HEAD OF END OF LIFE CARE INCUBATOR (FIXED TERM) BASED IN LONDON, WITH REGULAR TRAVEL

Use your leadership skills to improve End of Life Care in the community.

About us

Social Finance is a not for profit organisation working in partnership with government, the social sector and the financial community to enable sustainable social impact at scale. We are the leading social investment intermediary and a centre of innovation in addressing social issues in the UK and beyond.

Social Finance has grown from 2 to 70 people over the past 10 years.

Social Finance brings together deep understanding of a range of complex social issues with financial and analytical rigour to develop sustainable funding models which drive social change. Some of the areas we work in include financial inclusion, affordable housing, vulnerable children and young people; recidivism, domestic abuse, health and social care. Our work in international development includes designing results-based models for issues such as maternal and neonatal health, education, employment and essential household services delivery. Since we started in 2007, Social Finance has catalysed over £100m of social investment to tackle social challenges.

What are our goals and our values?

1. Achieving social impact and embedding change is at the heart of what we do.
2. We look for social impact first – our models are driven by social, and then financial, returns.
3. We don't just think, we put our work into practice, with a drive to action and implementation.
4. We apply financial, data science and analytical tools to deliver sustainable social impact at scale.

More information can be found on our website www.socialfinance.org.uk.

The Care & Wellbeing Fund

The Care & Wellbeing Fund is a social investment fund, which aims to develop and scale community-based models of care to support the most vulnerable groups and communities, especially the elderly and people affected by cancer. The Fund's key themes include



- End of life care
- Primary care development
- Improved care for older people
- Management of long term conditions

Launched in 2015 with £12m from Macmillan Cancer Support and Big Society Capital, we have committed over £5m to a variety of programmes, from one aimed at reducing loneliness and social isolation, through to a number of services focused on improving end of life care. We have also made a large investment into a social enterprise providing activities for care home residents. Our development work is made possible by a development grant from the Health Foundation and Macmillan Cancer Support: this allows the Fund team to work with commissioners and burgeoning enterprises, to help create and design, as well as fund, social impact programmes.

The End of Life Care Incubator (EOLCI)

Social Finance, through the Care and Wellbeing Fund, is stimulating a major national programme to improve community based end of life care. To that end we have created a specific platform – the End of Life Care Incubator.

The End of Life Care Incubator works closely with NHS England and partners including Macmillan Cancer Support to accelerate the implementation of effective models of care to offer people choice and support in their last phase of life. These include 24/7 community nursing teams and better support in care homes.

The Incubator is currently establishing the first services, investing £3.5m in three different services including a 24/7 rapid response nursing service, a tele-support service for care homes, and an EOLC facilitator to support care home residents who would most benefit from an Advanced Care Plan (ACP). We are also working on a second wave of investments with a view to building a pipeline for development and investment in 2018.

Opportunity

Social Finance is seeking a highly capable individual, experienced in operational delivery within the health system, to lead the End of Life Care incubator (EOLCI). At the heart of this role lies the need to ensure the effective operational delivery of much-needed social impact, through the scrutiny of underlying operations, and management of providers and the interface with related services and the wider system.

This will require significant operational knowledge of community services and their interface with acute and primary care, including everything from workforce planning through to the realities of good patient management across teams and services, and the interdependencies between providers.

The role includes the need to identify, articulate and ensure improvements are enacted in the service model, if necessary.

The role holder will also be involved in the expansion of the Incubator, supporting the design of additional programmes and the on-boarding of new EOLC investments.



The EOLCI platform is the first of its kind and will need a thoughtful and inclusive leader, to ensure our stakeholders are kept actively engaged and involved. This includes our investors, research partners, commissioners and providers, and the national health and charitable institutions that have supported its evolution.

As the lead for the EOLCI you will work with a small team, including an analyst and clinical advisors, along with the Care and Wellbeing Fund team, and wider Health and Social Care team and associated social impact and finance experts in Social Finance.

Role and Responsibilities

Reporting to a senior Social Finance Director, the Head of the EOLC incubator will be devoted to three key areas:

1. Drive the impact of the EOLC Incubator through detailed oversight and management of the commissioner and providers. This will include keeping a tight grip on each of the delivery programmes, holding our partners (commissioners and providers) to account, to ensure the operating model is adhered to and staffed correctly, KPIs are being met as expected, and any redesign or replication is facilitated by an energetic approach to the process of 'PDSA' (plan, do, study, act).
2. Management of the platform, including oversight of all practical elements of the vehicle, such as management of resources (the Incubator team) and structure, reporting to the EOLCI Board and advisory panel, ensuring the timely production and accuracy of management information and supporting the seamless on-boarding of additional investments.
3. Proactive engagement with stakeholders, including regular communications and meetings with the relevant partners in the local health economies in which we work e.g. the leadership of STPs, GP Federations, local council leaders and management etc.

Overall the EOLC Incubator lead will be responsible for:

- Ensuring service providers comply with quality standards and contractual obligations, including service delivery, staffing levels and compliance with security / data protection plans.
- Communicating performance expectations to service providers on a timely basis and instigating performance management measures to ensure performance hurdles are met and to optimise service delivery.
- Ensuring effective gathering of data and communication of results to investors to facilitate informed decision making, including overseeing junior resource responsible for the data analysis.
- Applying a deep understanding of the issues at the root of EOLC in the community, and how relevant services need to interface effectively with other parts of the local health system, including acute, primary care and social care.
- Liaising with stakeholders to ensure ongoing support for the programme and to provide a forum for shared learning and continuous improvement.
- Ensure appropriate mechanisms are in place to record and validate payment outcomes.
- Holding budget responsibilities for the EOLC Incubator.



The workload will see peaks and troughs as various elements of the investments are mobilised, thus a degree of flexibility will be needed and a willingness to work intensively with certain providers or recipients/co-producers of the service e.g. care homes and GPs.

Skills and experience

We are looking for an experienced individual with drive and motivation who is keen to drive social impact and is target oriented. Candidates must have:

- Educated to Master's degree level or equivalent professional qualification or relevant experience and evidence of ongoing professional development.
- Excellent knowledge of NHS structures, bodies and regulation combined with a track record of success within the NHS at management level.
- A demonstrable track record of delivering complex programmes in an acute or community care setting, and experience in managing and delivering projects with multiple stakeholders to deadlines and targets.
- Demonstrable experience of managing complex transformation programmes, and change management skills.
- Experience of developing a culture of openness and learning in teams and across stakeholders.
- Experience of providing leadership and facilitation in identifying areas for service improvement and supporting providers in delivering better services.
- The ability to hold people to account (especially those external to your team) in a diplomatic but robust manner, in accordance with the contract but in the spirit of collaboration.
- The ability to influence and motivate related stakeholders, such as those who interface with the service but are not directly contracted: for instance, operational managers and clinical leaders in other parts of the provider or system, or in related entities such as care homes, local hospices and other third sector organisations.
- Ability to understand, interpret and manage performance targets and metrics and the ability to hold providers to account for these.
- Outstanding communication and relationship management skills to reach diverse audiences.
- Subsequent management experience.
- Strong numeracy skills and willingness to drive detailed data collection and validation.
- A deep understanding of the evolving health system, and ongoing awareness of relevant policy and service developments, both national and within the relevant health economies.
- A willingness to travel frequently within the UK.

(Direct experience of managing End of Life Care services would be desirable but is not a pre-requisite.)



Our commitment to you

Personal development is at the heart of the Social Finance offer. Every employee has a range of support in place, a buddy to help you settle within the Company, a Line Manager to support you in your career progression and the opportunity for a Mentor to guide your career. We'll support your development with training, so you can add to your skills or relevant professional qualifications.

As well as a competitive salary, Social Finance offers a contributory stakeholder pension scheme, plus an uplift in salary allowance to spend on other benefits.

To help you fund your pension, further professional education or childcare vouchers we can offer a salary sacrifice scheme. Social Finance offers childcare vouchers, season ticket loans, bike to work schemes, and Give as you Earn.

Social Finance is a sociable organisation - we regularly schedule office drinks and sporting events. We organise events to raise money for different charities, and many staff members volunteer on a regular basis. We offer plenty of opportunities to get out, meet each other and make a difference by doing something, big or small, for others.

Compensation

Competitive salary, commensurate with experience and sector.

Application

Interested candidates should send a CV and covering letter detailing their interest in working at Social Finance highlighting relevant experience to: [**health@socialfinance.org.uk**](mailto:health@socialfinance.org.uk)
All candidates should state in their application whether they have the right to work in the UK or require a visa. If you do not explicitly state this your application will not be considered.

Closing date for applications: Tuesday 19 December 2017

Social Finance is an equal opportunities employer