Date as Postmark

Dear Applicant

Thank you for your interest in Service Director, I’m delighted that you are interested in this post. We are at the start of an ambitious Five Year Plan, so this is a great time to join the team.

You will help us build our information and service provision for those who stammer, and help position stammering as something to be taken seriously, and help the public understand the causes of stammering or stuttering and the impact that this can have.

We want to reach all those who stammer in the UK, and build an organisation able to sustain a membership of at least 10,000, and capable of responding to all the queries that come into the office. You will lead on all aspects of our service provision; whether the helpline or the webchat service we want to launch, our information and materials as well as lead on any workshops and training.

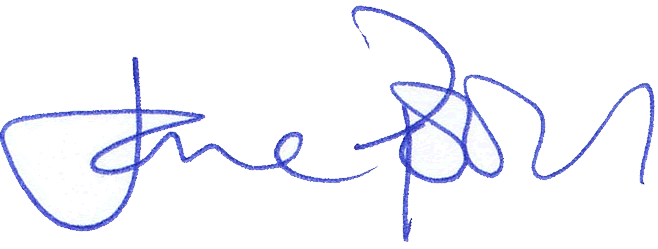
Just as every person who stammers does so in their own way, so each person’s needs are different in terms of what can help them and what they need. Whether they are looking for therapy or looking for the confidence to stammer. We are and must be a broad church if we are going to help all those who stammer in the UK.

We are a small team in the office, but the BSA has a vibrant and active membership, keen to help.

I hope you find the attached information useful and informative, and I look forward to reading your application. We are open to hearing joint applications. Please contact me if you want to talk through the post.

The deadline for applications is **10th October** with interviews planned for **14th October** (tbc).

Yours sincerely



Jane Powell

CEO

Enc

**BSA SERVICE DIRECTOR**

**ROLE DESCRIPTION**

**Hours:** 5 days pw, office based. Open to Job Share.

**Reporting to:** CEO

**Term:** Full time, permanent

**Remuneration:** IRO £45k pa

**Location:** London

**Application Deadline: 10th October 2019**

**Interview Dates** 14th October 2019 tbc

We are looking for an expert in stammering, someone to oversee all our guidance and information about stammering, to spearhead our services, and lead in ensuring that we provide excellent, impartial, evidence based information, advice and signposting for those who stammer, or who care for, work with, or employ people who stammer.

If you are interested in a Job Share you will need to find a partner before applying so you can apply together. You will need to agree in advance how you will job share e.g. how to split working hours and responsibilities, so that this can be explained at the interview stage.

**RESPONSIBILITIES**

1. **Information**
   1. Ensure that the BSA provides balanced, evidence-based impartial advice on the approaches, therapies, courses and tools, which may be available to people who stammer in the UK.
   2. Review online information and resources and advise on the development of these including <https://www.stammering.org/send>, <http://www.stammeringineducation.net/>, https://www.stammering.org/earlyyears
   3. Review information packs and literature, identify current needs and work with the team to produce materials for a range of audiences and contexts, including schools, work places, parents and for individuals.
2. **Support** 
   1. Work with the CEO to develop support for people who stammer, evaluate the impact of programmes and develop funding proposals to support this work.
   2. Develop, oversee and review a 3 month web-chat service
   3. Work with the CEO to develop funding proposals for a web-chat and helpline service.
   4. Work with the Helpline Manager to attain accreditation for our helpline and web-chat.
   5. Explore other options for supporting people who stammer.
   6. Act as the designated member of staff for child protection. Training will be provided if needed.
   7. Work with the Helpline Manager to recruit, train and supervise volunteer helpline advisors.
   8. Keep the Information and Support Service policies and procedures up to date.
   9. Willingness to work odd evenings to deliver helpline and webchat training and supervision; be part of the helpline rota to cover shifts.
3. **Mentoring & Training**
   1. Evaluate and contribute to ESN workshops and mentoring programmes
   2. Develop funded proposals for Open Days, ESN Workshops, workshops for local groups, parent and family days etc.
   3. Within the framework of BSA services and activities, provide 1:1 support, develop and design group training and workshops to support people seeking or progressing in work or in education, parenting, or for employers seeking advice on recruitment practices or dealing with the public.
4. **Research & Evaluation**
   1. To keep abreast of current research into stammering and ensure that the staff and trustees are kept abreast of relevant developments.
   2. Explore how BSA members could be best kept informed about developments in research and work with the CEO to deliver this.
   3. To work with individuals and agencies and develop research proposals into understanding stammering and developing tools to help those who stammer.
   4. Oversee the evaluation and monitoring of BSA helpline, web-chat and information services.
5. **Advocacy**
   1. Work closely with the CEO and advocate on behalf of the BSA when necessary, to the third sector, the NHS, the media or government agencies.
   2. Brief the CEO and staff team regularly on current issues and relevant evidence in relation to therapies and interventions around stammering.
   3. Liaise with specialists and professionals in the field of stammering and maintain good communications with all third sector players in the field.
   4. Brief journalists, government officials and funders on stammering.

The above list is not exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grade of the post.

**PERSON SPEC**

**Qualifications/Memberships**

**Essential:**

* Recognised Speech and Language Therapy degree qualification or equivalent.
* Registered with the Health and Care Professions Council (HCPC) as a speech and language therapist.
* Member of the Royal College of Speech and Language Therapists.
* Evidence of attendance at relevant courses and/or active membership of relevant Clinical Excellence Networks.

**Desirable:**

* Relevant further study, e.g. a Masters degree or PhD.
* Member of the International Fluency Association.

**Knowledge**

Essential: an understanding of the causes of stammering and current debates in the field and an awareness of the range of approaches, therapies and programmes available for people who stammer of all ages.

**Essential qualities:**  team player, self-starter, authoritative, approachable, compassionate, imaginative, pragmatic, process driven, capable of grasping big picture and careful with detail, active listening skills.

**Experience**

1. Essential: experience as a SLT specialising in stammering assessment and management, ideally across all age groups (children, young people and adults).
2. Hands on experience of developing service provision.
3. Experience of programme development and training.
4. Evidence of managing and monitoring projects effectively.
5. The ability to maintain budget control over complex projects.
6. Commissioning experience useful.
7. Experience of managing staff and volunteers and ability to deliver clinical supervision
8. Experience of undertaking critical appraisal of evidence and disseminating findings to others.

**Skills**

1. Awareness of others and ability to communicate, motivate and empower.
2. An appreciation and ability of the need to provide unbiased information.
3. Evidence of strong written skills and the ability to write and present information in a succinct, easy to digest manner.
4. Evidence of good negotiating and interpersonal skills.
5. Ability to strategise
6. Ability to develop policy documentation
7. Evidence of good judgement, motivation and self-regulation skills.
8. Ability to develop and sustain business contacts and relationships.
9. Excellent time management skills with an ability to work flexible/out of office hours and juggle shifting priorities.
10. Good level of IT skills, with a willingness and aptitude to learn new software
11. Ability to take calls on the helpline and respond to email enquiries. Be part, occasionally, of the helpline rota (the helpline is open 10:00 hrs to 12:00 noon and 18:00 hrs to 20:00 hrs Monday to Friday)

**Standard Clauses**

* The post holder will work within all policies, procedures and budgets set by BSA and will act at all times in the best interests of BSA
* The post holder will form effective working relationships with staff members, volunteers, members of the BSA community and external partners.
* The post holder must accept responsibility for ensuring that the policies and procedures relating to Health & Safety in the workplace are adhered to at all times.
* The post holder must respect the confidentiality of data stored electronically and by other means in line with the Data Protection Act & GDPR.
* The post holder will not disclose to an unauthorised person any confidential information acquired through official duties unless they have received official permission to do so.
* The post holder will maintain up to date records physically and online in support of their role.
* To comply with and keep up to date with the requirements of legislation such as the Freedom of Information Act 2000 and Computer Misuse Act 1990.
* BSA recognises diversity and is committed to Equal Opportunities in employment and seeks to eliminate unlawful racial, sexual or disability discrimination, to promote equality of opportunity and good relations between staff and clients of differing groups.

**Terms & Conditions**

The post-holder will be reviewed at 3 months, 6 month and then on an annual basis.

APPLICATION FORM

|  |  |
| --- | --- |
| POST: | **SERVICE DIRECTOR** |
| CLOSING DATE: | Deadline for applications 10th October Interviews are scheduled for 14th October (tbc). |
| SURNAME: |  |
| FIRST NAMES: |  |
| EMAIL: |  |
| ADDRESS: |  |
|  |
| HOME PHONE: |  |
| WORK PHONE: |  |

|  |
| --- |
| Please indicate what period of notice is required by your current employer |
|  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **REFERENCES** | | | | | |
|  | | | | | |
| Please give the names and addresses of two referees one of whom should be your present or latest employer: | | | | | |
| NAME: |  | | |  | |
| POSITION: |  | | |  | |
| COMPANY / ORGANISATION: |  | | |  | |
| ADDRESS: |  | | |  | |
| TELEPHONE NO/EMAIL: |  | | |  | |
| IN WHAT CAPACITY DO YOU KNOW THIS PERSON: |  | | |  | |
| TICK AS APPROPRIATE: |  | Do not contact until offered the post | |  | Do not contact until offered the post |
|  | Can be contacted now | |  | Can be contacted now |
|  | | | | | |
| If you have been convicted of any criminal record which is not spent, as defined by the rehabilitation of offenders act 1974, please give details: | | | | | |
|  | | | | | |
| Signed: | | | Dated: | | |
| Giving incorrect information on this application could lead to termination of employment | | | | | |
|  | | | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EMPLOYMENT HISTORY** | | | | | | | | |
| **Latest Employment** | | | | | | | | |
| Name & Address of Employer | | From | | To | | Post & brief outline of duties | | |
|  |  | |  | |  | | |
|  |
| Reason For Leaving: |  | | | | | |
| Latest Salary: |  | | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Previous Employment** | | | |
| Name & Address of Employer | From | To | Post & brief outline of duties |
|  |  |  |  |
|  |
| Reason For Leaving: |  | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Previous Employment** | | | | |
| Name & Address of Employer | From | To | Post & brief outline of duties | |
|  |  |  |  | |
|  |  |  |  | |
| Reason For Leaving: |  | | |

Please continue on a separate sheet if necessary

|  |
| --- |
| **Relevant Qualifications & Training** |
|  |

|  |
| --- |
| **Describe any community activity or voluntary work you have been involved in which is of relevance to the post: (please give dates and name of organisation).** |
|  |

**Please attach 2 pages only**, using the criteria listed in the Person Spec, to explain how you will bring your skills and experience to bear on this job.

Please email your completed form to by 10th October. Interviews are scheduled for 18th October tbc.

**MONITORING FORM**

**The British Stammering Association** wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary.

**Gender** Man 🗆 Woman 🗆 Intersex 🗆 Non-binary 🗆 Prefer not to say 🗆 If you prefer to use your own term, please specify here:

**Are you married or in a civil partnership?** Yes 🗆 No 🗆 Prefer not to say 🗆

**Age** 16-24🗆 25-29 🗆 30-34 🗆 35-39🗆 40-44 🗆 45-49 🗆 50-54 🗆55-59 🗆 60-64 🗆 65+ 🗆 Prefer not to say 🗆

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***White***

English 🗆 Welsh 🗆 Scottish 🗆 N. Irish 🗆 Irish 🗆

British 🗆 Gypsy or Irish Traveller 🗆 Prefer not to say 🗆

Any other white background, please write in:

***Mixed/multiple ethnic groups***

White and Black Caribbean 🗆 White and Black African 🗆 White and Asian 🗆 Prefer not to say 🗆 Any other mixed background, please write in:

***Asian/Asian British***

Indian 🗆 Pakistani 🗆 Bangladeshi 🗆 Chinese 🗆 Prefer not to say 🗆

Any other Asian background, please write in:

***Black/ African/ Caribbean/ Black British***

African 🗆 Caribbean 🗆 Prefer not to say 🗆

Any other Black/African/Caribbean background, please write in:

***Other ethnic group***

Arab 🗆 Prefer not to say 🗆 Any other ethnic group, please write in:

**Do you consider yourself to have a disability or health condition?**

Yes🗆 No 🗆 Prefer not to say 🗆

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only, it will not be kept with your application. If you believe you need a ‘reasonable adjustment’, please let us know so that we can make arrangements if you are shortlisted for an interview.

**What is your sexual orientation?**

Heterosexual 🗆 Gay woman/lesbian 🗆 Gay man 🗆 Bisexual 🗆

Prefer not to say 🗆 If you prefer to use your own term, please specify here ……………………………………………….….

**What is your religion or belief?**

No religion or belief 🗆 Buddhist 🗆 Christian 🗆 Hindu 🗆 Jewish 🗆

Muslim 🗆 Sikh 🗆 Prefer not to say 🗆 If other religion or belief, please write in:

**What is your current working pattern?**

Full-time 🗆 Part-time 🗆 Prefer not to say 🗆

**What is your flexible working arrangement?**

None 🗆 Flexi-time 🗆 Staggered hours 🗆 Term-time hours 🗆

Annualised hours 🗆 Job-share 🗆 Flexible shifts 🗆 Compressed hours 🗆

Homeworking 🗆 Prefer not to say 🗆 If other, please write in:

Please return this form with your Application form. The form will be saved separately and used only for monitoring purposes.