

JOB DESCRIPTION – Deputy Head of Service Eating Disorders

Reports to: Head of programme

Hours: Minimum 20 hours per week, full or part time considered

Salary: Dependant on qualifications and experience

Location: Noa House (Golders Green)

Holiday entitlement: (Taken in hours) 28 x days FTE including bank holidays, plus Jewish holidays when Noa is closed

General Description

Noa Girls provides a highly tailored, evidence- based mental health service for adolescents and young women aged 12-24 from the London Jewish community. Our work is grounded in excellence, compassion and cultural understanding , supporting young people and their families through complex and often life limiting mental health difficulties.

Noa's specialist Eating Disorder service is seeking a Deputy Head of Service to play a key leadership role within Noa's Eating Disorders Service, providing day-to-day clinical leadership across the pathway. Working in partnership with the Head of Service and wider senior leadership team, the post holder will oversee the delivery of high-quality, safe and effective care, ensuring that young people and families receive timely, evidence-based and compassionate support.

The Deputy Head of Service will provide visible leadership to the multidisciplinary team, oversee case management , contribute to supervision and workforce development within the team, and support ongoing service growth and innovation. The post holder will deputise for the Head of Service where required.

Key Tasks and Responsibilities

Clinical Leadership and Service Delivery

- Provide day-to-day leadership of the Eating Disorders Service.
- Maintain oversight of a defined case load active within the service.
- Work with other Noa services to ensure appropriate and timely allocation of staff to ED cases
- Lead clinical review meetings of your case load.
- Support clinicians with risk management, formulations, treatment planning and complex decision-making.
- Ensure clear pathways through assessment, treatment and discharge.
- Oversee waiting lists and ensure timely access to care.

- Lead internal and external MDT meetings pertaining to cases
- Ensure care delivered reflects evidence-based eating disorder practice.
- Maintain a small clinical caseload of complex cases which includes undertaking assessments, maintaining regular communication with parents and carers, including providing family support sessions where required and holding Hold review meetings with clients to monitor progress and adjust care plans as required.

Line Management and Workforce Leadership

- Line manage some clinical staff within the Eating Disorders Service.
- Conduct supervision, appraisals and performance reviews of staff that you line manage
- Support staff wellbeing and retention.
- Manage induction of new team members.
- Identify training needs and coordinate workforce development plans.
- Foster a positive, supportive and accountable team culture.

Clinical Governance and Quality

- Review incidents, safeguarding concerns and complaints.
- Support audits and support implementation of subsequent action plans
- Ensure clinical records meet professional and regulatory standards.
- Lead the development and review of clinical policies, pathways and protocols.
- Ensure all M&E is completed for the service and review outcome measures for clients to assess service effectiveness.

Strategic Development

- Work alongside the Head of Service to develop and grow the Eating Disorders pathway.
- Contribute to service planning and future strategy.
- Support development of new programmes and initiatives.
- Build relationships with NHS, private and voluntary sector partners.
- Represent Noa at external meetings and forums.
- Identify opportunities for innovation and service expansion.

Deputy Responsibilities

- Act as deputy for the Head of Service when required.
- Represent the service at senior meetings.
- Support reporting to trustees, funders and senior leadership.
- Contribute to strategic planning and organisational development.

Maintaining professional standards and continuing professional development

- Engage in clinical/managerial supervision on a regular basis by the heads of service in accordance with professional practice guidelines
- To participate in the appraisal process
- To develop skills and competencies that assist in the delivery of current duties
- Keep up to date all records in relation to CPD and ensure that personal development plans maintain up to date specialist knowledge of the latest theoretical and service delivery models/developments
- Attend relevant conferences/workshops in line with identified objectives

Record-keeping, information governance and communication

- To ensure that all records (including electronic and hard copy) data and information are high quality across the service and will withstand inspection of their effectiveness and appropriateness to support the delivery of safe services
- To ensure that no information of a confidential nature is disclosed relating to the services provided or in respect of any service user, client or third party
- To support the development and implementation of communication, engagement and involvement strategies that are of benefit and motivation for all service stakeholders

Other:

- To ensure services are delivered in a manner that is appropriate, relevant and respectful of all clients and their carer's, recognising the diversity of ethnicity, culture, belief, privilege and capacity of individuals
- To maintain a high degree of professionalism at all times when working with children, young adults, adults and their carer's, responding appropriately and professionally to emotionally distressing situations especially around meal times and weighing
- To be aware of risk relating to aggressive and challenging behaviour amongst the client group and follow service policies relating to its management
- To ensure the safeguarding of all clients under the care of Noa girls, reporting as appropriate in accordance with listed procedures
- To understand and hold professional and service boundaries, also supporting others involved in such situations.
- To be compassionate in meeting the needs of clients, their carer's and families.
- To cultivate and develop positive relationships with the wider community and other agencies.

Person Specification

Knowledge and experience

Essential

- A postgraduate diploma/Masters' degree in psychotherapy/psychology/counselling or social work (other therapeutic professional qualifications will be considered)
- At least five years' experience of client-facing work
- Three years experience working with Eating Disorders
- A proven track record of working in high pressure/complex case service and managing a complex caseload
- An understanding of safeguarding, confidentiality and safe working practices
- Significant experience working with adolescents and families.
- Experience supervising clinicians.
- Experience leading MDT discussions and managing complex risk.
- Experience of service development or quality improvement.
- Excellent organisational and leadership skills.

Desirable

- Previous experience working in the charity sector and the Orthodox Jewish community
- Experience of line management/supervision of staff
- Experience of leading a clinical service or programme

Personal attributes

- Warm, creative and engaging
- Strong communication skills, and an air of approachability
- Ability to work on own initiative and as an active member of a team
- Ability to multi-task in a fast-paced environment
- Passionate about supporting the mental wellbeing of girls from the Orthodox Jewish community in navigating their adolescence
- Ability to show resilience and tenacity working with the specific complexities of clients suffering from eating disorders

Additional information

This job description and person specification is not prescriptive; it merely outlines the key tasks and responsibilities of the post. The Deputy Head of Service will be expected to carry out such reasonable duties as may be requested from time to time by the Heads of Service . The key tasks and responsibilities are subject to change. Any changes will be made in consultation with the post holder. This Job Description is subject to alteration in response to changes in legislation or Noa Girls' operational procedures

Noa girls will welcome applications from candidates at any level of proficiency ranging from newly qualified to those with more advanced experience. Full training will be provided for candidates who have less expertise with salary adjusted accordingly.