Gerry Mahaffey

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**PROFILE**

I am a skilled, passionate and wise leader with a rich breadth and depth of senior management and practical grass root experience across a variety of statutory and voluntary sector settings within health and social care. I have demonstrated, with almost 30 years of experience working in the charitable and public sector services, my success in leading on, developing and delivering substantial programmes, managing varied and diverse projects, performance managing and motivating teams of staff and volunteers through periods of considerable change to transform the services we provide to our end users and their carers.

**KEY ACHIEVEMENTS**

* Extensive achievements throughout my career in leading, managing, mentoring, coaching, training, performance managing and developing staff teams and volunteers to deliver challenging targets. In my most recent post, developed from scratch and implemented a patient/family engagement strategy, delivered across the UK wide charity; 9 hospices, 2,500 nurses and 10,000 volunteers.
* In both my most recent jobs working for two UK wide charities, I have developed completely new services, with local, regional, and national impact, both from a largely blank sheet. I have delivered objectives well beyond original targets. At Help the Aged/Age UK, I established a new, innovative service of Regional Development Officers throughout London and South of England, breaking down the silos within the organization and integrating them with the various departments providing services.
* Throughout my career, I have had substantial success in developing innovative, high quality, services, tailored to the needs of the individual, irrespective of background, often within a fast changing and highly complex environment. Most recently I supported the charity to adhere to the Department of Health requirements for patients and their families on clinical governance and quality assurance and played a leading role in overseeing a key partnership DOH initiative on Diversity and Inclusion at the end of life.
* I have successfully led, influenced and motivated people in achieving aims and goals. In recognition of my leadership work, I was appointed for two years as one of the few voluntary sector representatives on the then prestigious London NHS Modernisation Board chaired by Ara Dazri, (later Health Minister, now Lord Dazri) I had a significant role in developing integrated, multi-sector Regional Forums on Ageing in South East, South West England and in London, with new and strong older people’s involvement at all levels.
* I have successfully managed many complex projects as for example in my work with the Carers’ Trust I managed a three year primary care project for carers and chaired the advisory body, which strongly influenced and engaged with agencies at various levels, from GP practices to the then PCTs, SHAs and the Department of Health.

**EMPLOYMENT EXPERIENCE**

**Title Held, Name of Organisation Dates of employment**

* **Marie Curie Cancer Care, Nov 2010-Dec 2013,**

**Assistant Director Patient and Family Engagement**

Senior Manager overseeing new strategy development, implementation in UK for 9 hospices, 2,500 nurses, 10,000 volunteers in 4 key areas: i) engagement (insight, participation), ii) Support/services to carers iii) Inclusion and diversity iv) Accessible information.

* **Help the Aged, (Age UK) September 2006- 2010**

**Territory Director, London and South England**

Established from new a team of Regional Development Officers (RDOs) covering South England including recruitment, induction, learning and development, supervision, team building and implementing effective performance management systems. Introduced policy, influencing and awareness plans throughout the localities and the regions. Developed regional plans with in depth analysis of disadvantage.

* **(Now Carers’Trust) Princess Royal Trust for Carers, EC1, November 1998-2006**

**Operations Manager, London, South East, Midlands**.

Work included development and support to carers’ centres across the country, establishing and maintaining regional networks of chief executives, chairs and trustees, implementing quality assurance systems including monitoring checks of carers’ centres;. Managed and chaired a national primary care project as outlined above.

* **Manager, Greater London Forum of Older People**. **NW1 Sept1995-98**

Managed and led on the creation and development of older people’s forums across London, including the development of older people’s consultative committees and pensioner parliaments in some boroughs across the capital.

* **Chief Executive, Age Concern Brent, NW6** **March** **1993-1995**

Managed and led team and managers providing direct service including advice workers, hospital discharge team, volunteers, day care, and retail. Led and chaired awareness raising, engagement and influencing to provide a strategic voice of older people on the joint planning structures within the borough

* **Community Care Manager** **(promoted to April 1988—March 93**

**Domiciliary Care Manager,** **Kensington and Chelsea)**

Managed newly developed teams and managers, covering several specialist and generic areas of work, through substantial change required by the Community Care Act. Teams provided services to various groups, including older people, people with HIV/AIDS, and people with mental health problems, children and families, as well as generic teams.

* **Assistant Manager** **Brent Triangle Jan 1984- April 88**

**Supervisor, Mencap Harrow**

Managed a team of care attendants providing breaks, support and services to carers and people with learning difficulties, mental illness and older people with dementia.

**EDUCATION & TRAINING**

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| * **University Ulster** 1974-78 **BA (Hons) French**
* **Middx Polytechnic , Hendon** 1984-86 (part-time evening)

 **Diploma in Counseling** * **Nth London Polytechnic** 1986- 1988 **MA Sociology**

 **Social Policy** (P/T evening)* **Nth London University** 1991-1993 (P/T evening)

 **Diploma Management** * **Middlesex Polytechnic** 2004-5 P/T 1 year

 **Psycho Synthesis coaching,**  **counselling** * **Marie Curie Cancer Care** 2012 **Leadership Training**
* **Co-active Training Institute** March 2014**, Coaching**

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**CORE SKILLS**

* Knowledge, skills and expertise at working at senior strategic levels of large organisations
* Proven skills at leading, influencing and motivating people.
* Extensive knowledge of and skills in project and programme management.
* Excellent and proven partnership, networking, communication and interpersonal skills, demonstrated with key decision making bodies, local, regional and national..
* Excellent business, partnership and relationship building, influencing, negotiating and persuading skills across a range of internal and external stakeholders at both a strategic and operational level.
* Governance skills developed as a Trustee for a large Hospice covering several boroughs in the North East London, and on a variety of groups such as The Clinical Governance Board.

**INTERESTS**

I enjoy reading, (in a previous organisation set up a book club) theatre, music, travelling, writing. Enjoy participating in a variety of sports. A lot of my spare time enjoyably spent with family and grandchildren. Am a Trustee for a large hospice in the East End of London. Passionate about continued learning and studying; continue to participate in various self development initiatives.

*References available on request*