



**Jessica Taylor: Organisational Development Consultant:**

- Leadership training, facilitation, coaching and supervision
- Project and change management
- Service development, governance and strategic planning
- Fundraising and tendering, research and evaluation

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**Summary**

I bring to my consultancy work an MSc in Organisational Development, a keen interest in the psychology, leadership and practice of systemic change, and 15 years' experience of developing, delivering and managing a range of consultancy interventions at an operational and strategic level. These interventions include: multi-agency domestic violence and counselling services, volunteering systems, staff supervision and coaching, leadership programmes, and cross sector partnership projects. I have a particular interest in health, housing, higher education, the criminal justice system and multi-agency community based services. I have supported a wide variety of organisations to implement transformational change programmes, developing strong governance and change frameworks in support of these processes. With an enduring commitment to principles of partnership, diversity and social justice, I utilise a range of systemic tools to ensure quality, value and sustainability of service provision in contexts involving highly complex processes and conversations.

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<b>Creating innovation</b>	<p>In close partnership with a range of statutory and voluntary sector organisations, I have developed and successfully delivered a range of services:</p> <ul style="list-style-type: none"> <li>• Community based multidisciplinary domestic violence service</li> <li>• Group work programmes for women children and young people</li> <li>• Counselling service for survivors of domestic violence</li> <li>• Development of trauma informed services</li> <li>• Supervision systems including policy and delivery</li> <li>• Facilitation and chairing of strategic planning/team days/conferences-world café and open space events to enable transition and change management</li> <li>• Domestic violence, equality and diversity, data protection and safeguarding training programmes</li> <li>• Developing and delivering equality impact assessments and audits</li> <li>• Cross sector partnerships to support people impacted by violence and abuse.</li> <li>• Community engagement projects with an emphasis on older people and BME (Black &amp; Minority Ethnic) women</li> <li>• Hospital and social care based domestic violence services</li> </ul>
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<b>Transferring skills and knowledge</b>	<p>I have created outcomes frameworks in collaboration with Local Authorities, and used my skill set and knowledge to develop outcomes frameworks for organisations and for cross-sector partnerships, including services for women offenders, prevention services in primary and secondary schools, consultancy, and specialist services for LGBT people.</p> <p>I have organised and facilitated and chaired many multi-agency and multi-disciplinary workshops and training programmes focussed on safeguarding vulnerable adults and children, service and organisational restructure,</p>
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partnership working, governance, equalities and diversity, data protection, elder abuse and domestic violence.

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**Service planning and delivery**

Grounded in the principals of working in partnership to provide effective gender informed responses to VAWG I have developed, delivered and managed several services supporting people impacted by domestic and sexual violence, problematic substance use, mental health issues and offending behaviour. I have used project planning and leadership skills to develop and evolve services successfully, ensuring contract compliance is met or exceeded. I have developed a number of consultancy and training contracts with 3<sup>rd</sup> sector and statutory sector organisations. I have developed and delivered community engagement projects, including working with older people and BME women to raise awareness and create community supporters around the issues of domestic and sexual violence. Over a seven year period I have developed and evolved a supervision and counselling service for women impacted by domestic violence, and have used an equivalent set of outcome tools to ensure the service is evidence based. In this way the service has been able to grow and develop links with statutory as well as third sector partners, enabling it to develop alongside the re-commissioning process within Health and Wellbeing Boards and with GPs. I have researched and developed a three year plan to enable organisations to become 'trauma informed' in its approach to delivering services to women and children with multiple and complex needs

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**Strategy, research and policy development**

I am experienced in carrying out and embedding theory of change processes, integrating research, literature and policy documentation with data from interviews with directors, managers and staff, and other qualitative data sources such as service user interviews. I employ strong analytic skills and methodologies, including tools for setting priorities, producing strategic reviews, assessments, and implementable recommendations for organisational change. I have been involved with a number of national and regional research and policy developments, such as the government commissioned research on the impact of the cuts in legal aid and welfare reform on women, and the development of the 2010 government commissioned Together We Can End Violence Against Women: A Strategy, where I organised and took part in a number of focus groups, enabling women to have a voice in the development of the strategy. I have sat on several strategic boards and influenced strategy and local policy development around housing, child poverty, domestic and sexual violence, LGBT issues, Gypsies and Travellers, offending, and mental health. I have taken part in a number of scrutiny panels, written reports and delivered evidence around topics such as domestic and sexual violence, vulnerable adults, transgender issues and drugs and alcohol. I have coordinated, assessed and overseen a number of accreditation and quality assurance processes, all of which have been successful.

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**Leadership & Change management**

I have, in partnership with senior management teams, the CEO and the Board, led organisational rebranding and re-structure processes and change management programmes. These were successfully implemented through careful planning, transparent communication, phased systems change, and consultation with staff and board and with clients.

I have led and managed the re-focus of organisations' core business, reshaping their vision, mission and values, and ensured the direction of travel of strategic service development sits within this framework.

I have, in collaboration with cross sector local and national partnerships, supported stakeholder involvement processes to enable significant changes in the way in which services are delivered. This was achieved through understanding the environment within which each agency operates, how they operate as a partnership and through influencing formal and informal networks based on a commitment to open communication, integrity and honesty.

**Governance, resource, income generation and management**

I am a trustee of two Charities, and chair the governance subgroup for one of them. I have been a member of several board sub groups including human resources, equality and diversity and income generation and have drafted business plans to support their development.

I am an experienced tender and bid writer and have successfully sourced, written and secured numerous grants, including Comic Relief, Children in Need, Henry Smith, and the Big Lottery.

As a consultant who has held several senior management roles, I am confident and familiar with strategic decision making in organisational structures and systems. I have managed teams of up to 20 people, providing strategic direction, supervision and leadership, performance management and guidance on a day to day basis.

I have developed and implemented human resource systems, with an emphasis on performance management, including sickness, capability, disciplinary, recruitment and selection, supervision and appraisal systems.

I have led and developed monitoring and evaluation systems and teams which have enabled services to enhance their communication of the success of their services, ensuring they are soundly evidence based.

I have researched, drafted and implemented strategic business plans, managed multiple service delivery contracts and drawn up partnership and service level agreements across sectors.

**Career history, training and education**

**Consultant: 2012- present**

I have held a number of positions as a consultant. Please see below for an overview of these (not exhaustive):

- **ADVANCE**-Senior Management support, policy development, change management, service restructure, bids and tendering, safeguarding training development of monitoring and evaluation systems.
- **Women's Aid and Imkaan Capacity Building Project**- wide range of capacity building services to organisations, tender and service restructure, trustees support in CEO and senior management systems change, bid writing, research and recommendations, policy and organisational development, team strategic planning days, organisational development and change management.
- **Boroughs and Local Authorities**- commissioned to provide leadership development support to a variety of services.
- **Welsh Women's Aid**- Developing WWA National Quality Standards



and supporting policy development, governance and facilitation, safeguarding and transgender inclusion.

- **Guys and St Thomas' Hospital NHS Trust**- individual and group supervision for staff within the Dimbleby Cancer care Unit.
- **Women's Aid**- Development of Change that Lasts across two pilot areas culminating in a report and recommendations.
- **Sussex University**- Whole systems change and development project for Imperial College London

### Employed posts

- Head of Client Services – Rise 2010- 2013
- Manager: Longer term community and therapeutic services, 2004-2010 Rise
- Women Offender Partnership development, (Inspire) service development and fundraiser: six month secondment April 2009- December 2009- Brighton Women's Centre
- Senior Practitioner 2002-2004
- Residential Support Worker: Young Adults with complex learning difficulties and Autism- Palmeria Project 2000-2002
- Looked after Children and Young People 2000-2002 First Choice Care

### Training

- Systemic coaching and constellations 2015-2016 ICF accredited
- Emerging Leader's programme- 2011-2012
- Safeguarding Vulnerable Adults and Children- ongoing
- Non Violent Communication 2009-2010
- Mindfulness based Cognitive Behavioural Therapy- 2010
- Supervisory and Management programme – 2003
- Intermediate counselling skills- 2002-2003
- City& Guilds level 3 children and childcare course- 1996-1997

### Education

- MSc: Distinction in Organizational Development from a Systemic, Gestalt & Complexity Perspective: Leading Transformative Change- Metanoia 2013-2016
- Undergraduate Degree: Social Policy 1<sup>st</sup> class honours- Sussex University 1999-2002

### Trustee Positions

- Welsh Women's Aid- Chair of the governance sub-group
- Brighton Oasis Project- Vice Chair drug and alcohol service for women, children and families.