

Ruils Job Description

Job Title:	Health and Wellbeing Services Manager
Responsible to:	Chief Executive
Salary:	£34,000 to £39,000 (depending on experience)
Pension:	Employer contribution
Hours:	Full time, 35 hours per week
Based:	The Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

Introduction

Ruils is run by, and for, disabled people. Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. Our mission is to provide services and activities to enable individuals to be independent and to live life to the full.

We are working with Richmond General Practice Alliance (RGPA) and our local Primary Care Networks to deliver personalised care services. Social Prescribing and Proactive Anticipatory Care (PAC) allows GPs and other health care professionals to refer patients to a Link Worker or Care Coordinator, who can work with the individual and connect them with services and activities in their community.

The NHS Plan also highlighted the need to focus on the prevention of long-term conditions and reduce health inequalities faced by sections of society. We are delivering Health in Your Hands and a Community Health and Wellbeing Programme, which focuses on targeting localities that are facing health inequalities due to high levels of social deprivation.

Purpose of Post

1. To support the team of service leads to manage their respective teams effectively.
2. To maintain, develop and promote the Ruils Health and Wellbeing services – (Social Prescribing, Proactive Anticipatory Care (PAC), Health in Your Hands and Community Health and Wellbeing Programme) ensuring they are delivered to high standard.
3. To work with the chief executive and the fundraising manager to identify and secure new projects, funding and contracts for current and new Health & Wellbeing services.

Key Duties and Responsibilities

1. Oversee and manage service delivery across the Health & Wellbeing services. Leading the team to ensure they are delivering high quality services and meeting Key Performance Indicators.

2. Working with contract managers and the CEO, to set and monitor targets for each project/service, monitor performance against these targets and identify and resolve any issues that arise.
3. Ensure staff are accurately collecting key data. Utilise client and professional feedback to assess services and implement improvements as required.
4. Provide timely, accurate and concise reports as required by the board, commissioners and other stakeholders.
5. Support the team leads to provide one-to-one support and supervision, complete annual appraisals and reviews and provide technical case discussion and support (especially complex cases).
6. Ensure the leads are managing team holiday, sickness and TOIL.
7. To monitor the staffing and resourcing of the services and implement appropriate changes that anticipates fluctuations in client demand and contractual requirements.
8. To be responsible for the recruitment, selection and induction of new or temporary staff.
9. Ensure staff have sufficient training and resources to deliver services to a high standard. Liaise with the Chief Executive regarding training and development needs.
10. Ensure policies and procedures are followed across the team and that the team process client data in accordance with data protection rules.
11. Develop and maintain good relationships with stakeholders, ensuring staff have access to the most relevant and up-to-date service information to support clients in accessing their local community.
12. Promote our services through attending networking events and meetings.
13. Gather information on gaps on provision from the team. Contribute and share relevant information with others, building partnerships across the community to address unmet needs.
14. Work on additional and special projects that complement or enhance our Health and Wellbeing services
15. To act as the Safeguarding lead for the Health & Wellbeing services:
 - a. Keeping up to date with changes to Safeguarding policies and procedures;
 - b. Ensuring all staff have received and have up to date Safeguarding and Child Protection Training;
 - c. To assist staff with making safeguarding decisions,
 - d. Where appropriate, and requested, take part in the investigation of concern/incidence of abuse;
 - e. Work with the chief executive to ensure that Ruils meets it's Safeguarding and Child Protection obligations.

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the key areas involved. It will be subject to review and amendments in line with developing service needs.

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equity, diversity and inclusion. In carrying out their duties the post-holder should endeavor to maximise the opportunity for Disabled individuals to be independent and to create opportunities that enable them to reach their full potential.

The post-holder will:

- Positively promote the work of Ruils including preparing publicity and promotional material;
- Be self-servicing and will maintain efficient files and records
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend and contribute to Planning Days and Events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.

Special Requirements:

Flexibility to work outside of normal office hours on occasion.

Ruils Culture

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will

encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

Person Specification

	<i>Tested through CV, covering letter & 1st Interview</i>	<i>Tested at 2nd Interview</i>
Education, Vocational Training & Qualifications	Educated to degree level or evidence of equivalent professional experience Demonstrable commitment to professional and personal development	
Experience	<ol style="list-style-type: none"> 1. Equivalent of 2 years' experience of managing projects and/or services including setting targets & managing performance. 2. Experience of working in health and/or community settings delivering behaviour change programmes/interventions 3. Experience of developing and maintaining databases or software like Elemental, Joy, Charitylog. 	<p>Experience of developing systems and processes to meet the changing demands of the service</p> <p>Experience of managing and motivating staff teams to produce work of a high standard.</p> <p>Experience of working collaboratively with and engaging stakeholders from a range of organisations.</p>
Knowledge & Understanding	<ol style="list-style-type: none"> 4. An understanding of the current health and social care landscape. 	Understanding of the challenges of working within the health and social care systems
Skills & Abilities	<ol style="list-style-type: none"> 5. Ability to lead and motivate a team with differing skills and experience. 6. Able to demonstrate leadership skills within the team and the wider health, social care and voluntary sector context. 7. Strong project management skills - able to coordinate resources from a wide range of sources – both internal and external 8. Ability to analyse and collate data from different to create coherent and comprehensive reports. 9. Excellent IT skills, particularly in Microsoft Office -Outlook, Word, Excel and able to develop and manage databases 	<p>Ability to work on own initiative and with minimum day to day supervision.</p> <p>Good networking and influencing skills.</p> <p>Good personal planning and organisational skills.</p> <p>Excellent interpersonal skills, able to communicate effectively with a variety of individuals including health professionals and the voluntary sector.</p> <p>Ability to lead with resilience within a constantly changing landscape.</p>