



Job:	Programme Lead Community Health and Well-being Kent
Organisational level	Managers and Functional Experts
Reports to:	Head of Community Health and Well-being
Based in	our Ashford / Tonbridge office with frequent travel to other Kent sites.
Salary Range:	£45,000 - £55,000

Who are we?

Shaw Trust is a charity helping to transform the lives of young people and adults across the UK and internationally.

Our specialist services help people gain an education, enter work, develop their career, improve their wellbeing or rebuild their lives. As a charity we add value to every service we deliver by investing back into the people and communities we support.

Shaw Trust is one of the largest 25 charities in the UK. Comprising Shaw Trust, Prospects, Ixion and Shaw Education Trust, we use our 75 years' combined experience to support people to develop their potential. By joining together we are working to reach one goal: to help transform the lives of one million young people and adults each year by 2022.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

In Kent we deliver the Live Well Kent Community Well-being service commissioned jointly by Kent County Council, CCGs and Public Health. For more info see – www.livewellkent.org.uk

Shaw Trust is the Strategic Partner (Prime contractor) for the West Kent, Ashford, Canterbury and Coastal CCG areas. In 2019 we are re-designing the Housing Related Support service previously commissioned by KCC and taking that service into Live Well Kent to form a community housing service linked to our community wellbeing service.

What we need?

We are looking for a dynamic and enthusiastic service leader to oversee our community health and wellbeing services in Kent and ensure these are second to none.

Embedding delivery within the community at all levels, you will be our champion of professionalism and quality. You'll possess the necessary drive, ability and skills to develop collaborative working relationships across Primary and Secondary services, liaise closely with our commissioners, Kent County Council and the participating Clinical Commissioning Groups as well as ensuring that we maintain and develop a rich and vibrant, network of local community partner organisations, all of whom will contribute to making the service a success.

You're passion will enact our service vision and working closely with a staff and volunteer team you will be comfortable working to specific service objectives and outcomes. Identifying risk, producing robust management information and ensuring the service delivers within an operational budget are all important responsibilities of this role. Creating a client centred culture is central to this service and you will proactively encourage service user involvement in the continuous improvement and evaluation of this service.

The successful candidate is likely to be drawn from a Community Mental Health, Social Work, Community Care or related discipline and will hold a recognised professional qualification, with demonstrable experience of working with multi-disciplinary teams, preferably within a community mental health and/or wellbeing setting.

Are you right for the job?

- Do you have the leadership qualities that will help to shape and deliver new innovative services for the benefit of our clients?
- Do you have a passion for the inclusion of people and creating opportunities for them to be active participants in their communities?
- Do you have a track record of developing services with a health and/or wellbeing focus which successfully deliver on targets and outcomes?
- Do you have a professional background delivering mental health services and experience of maintaining effective service governance?
- Do you possess the necessary drive, ability and skills to develop collaborative working relationships across Primary and Secondary services?

Person Specification

Job Title: Programme Lead Community Health and Wellbeing Kent

(E = Essential D = Desirable)

Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisation's mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

Technical competency (qualifications and training)

- Educated to degree level or equivalent relevant experience. **(E)**
- Hold a recognised health and social care professional qualification ideally drawn from a Mental Health, Social Care, or related discipline **(E)**
- Professional Registration. **(D)**

Experience, Knowledge and Skills

- Professional experience within a mental health or wellbeing environment including management of long term health conditions and an understanding of UK health and social care. **(E)**
- Experience of managing services over a regional area and/or multiple teams on a remote basis. **(E)**
- An understanding of the Government's vision to achieve parity of esteem for mental health, the need to help prevent entry into formal social care and health systems and the role voluntary and community sector has to play in achieving this. **(E)**
- Confident in the analysis and interpretation of data in respect of outputs and outcomes to inform decisions on adapting or changing the service. **(E)**
- Experience of meeting financial targets, analysing trends and driving continuous performance improvement. **(E)**
- Experience of effective partnership working with internal and external stakeholders. **(E)**
- Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. **(E)**
- Understanding quality standards and legislation relevant to mental health and wellbeing. **(E)**
- An understanding of Health and Safety requirements with particular reference to clinical risk. **(E)**
- Ability to work on own initiative and cooperatively with all levels of stakeholders. **(E)**
- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)**
- Strong analytical and data manipulation skills **(E)**;
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results **(E)**;
- Ability to problem solve and respond appropriately to a variety of situations **(E)**
- Ability to work flexibly on own initiative and as part of a team **(E)**;
- Interested in health and wellbeing and passionate about making a difference to improve people's lives **(E)**
- Able to travel extensively with possible overnight stays. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a DBS disclosure at Enhanced Level with the additional barring checklist for vulnerable adults. **(E)**

Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction for the service ensuring it aligns with Commissioner, Government local and strategic priorities within mental health and well-being.
2. Manage the development and delivery of mental health operational activities, ensuring that contractual criteria/targets are met and quality standards are implemented and monitored.
3. Manage and develop a strong delivery team both within Shaw Trust and delivery partners, ensuring that staff are well equipped and with the relevant skills and abilities to execute their work professionally.
4. Ensure the service offers good quality, responsive and cost effective outcomes within the prescribed KPIs, enabling the maximum number of client's to achieve their aspirations articulated in their action plan and improve their wellbeing
5. Ensure that operational budgets are managed effectively, ensuring that financial targets are met monitoring budget variances and ensuring corrective action is taken.

6. Undertake robust analysis of MI in order to recognise potential performance risks. You will take accountability of the management of those risks by assessing performance of clients and delivery network and identifying opportunities for innovation in service design.
7. Gather and analyse information on the communities in which we work to make informed decisions related to network and community capacity.
8. Ensure a strong collaborative relationship is developed and maintained with other strategic partner(s) as well as creating productive and effective working relationships with commissioners, other stakeholders, clients and their families, dealing with contractual concerns and issues as appropriate.
9. Create a client centred culture throughout the services with clear and measurable standards of customer service and to facilitate appropriate user involvement in the planning, evaluation and management of services.
10. Effectively promote and represent the organisation and wellbeing programme to commissioners, partners, and other stakeholders at appropriate events, encouraging an anti-stigma approach.
11. Maintaining an understanding of the Government's vision to achieve parity of esteem for mental health, the need to help prevent entry into formal social care and health systems and the role voluntary and community sector has to play in achieving this.
12. Undertake responsibility for own learning and development as identified through regular appraisal and review and as required for registration.
13. Manage and support continuous improvement activities to meet, and where possible exceed, internal and external compliance and quality standards.
14. Working with the Head of Health and Wellbeing to ensure the programme achieves high levels of governance across the spectrums of activity as well as operating safely and within legislative guidelines appropriate to mental health and wellbeing.
15. Liaise with HR and Head of Health and Wellbeing to effectively support staff across the delivery network to undertake activities and behaviours that support positive staff wellbeing.
16. Working in collaboration with the National Volunteering Manager, ensure a broad range of volunteers support the service and in particular developing peer support.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all.

Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.