

## Job Description

**Job Title:** Health and Wellbeing Manager  
**Reports to:** Senior H&WB Lead  
**Location:** Home based with UK wide remit

### Purpose

We recognise that access to good employment is critically dependent on what happens in people's formative years and the opportunities they then have. To address this, we provide a broadened framework of complementary services of which Health and Well Being (H&WB) is a key component, alongside Education and Skills, Children and Young People's Services and Employability.

We are looking for a individual who can manage and develop our Clinical Staff Health and Wellbeing Practitioners ensuring that at all times the wellbeing of our staff and participants are put first. Also to take responsibility for the H&WB training offer both internal and externally and.

You will line manage a team of staff wellbeing practitioners who look after the wellbeing of staff across ST group and will work with the team to embed H&WB into the culture of the organisation through annual wellbeing surveys / training / support. You will be involved in the escalation of staff wellbeing concerns process ensuring all case information is brought to the panel and actions followed up. You will work closely with the safeguarding team to ensure concerns are jointly investigated and deliver training ensuring staff are suitably skilled and emotionally able to undertake their roles effectively.

You will also manage a team of health and wellbeing trainers to support the wellbeing of staff and participants by designing, delivering and evaluating various courses and training.

You will manage the team to;

- revise policies and processes ensuring wellbeing is featured where necessary;
- develop wellbeing initiatives for staff to engage with to support their emotional wellbeing;
- develop and ensure compliance with the wellbeing escalation process;
- develop and manage the Loop Wellbeing page and content, and external Shaw Trust website to ensure accurate and up-to-date emotional wellbeing information, advice and guidance;
- ensure compliance and governance of ethical standards and practice

You will work with the Senior H&WB Lead to drive growth in commercial sales of these services including

- Driving internal and external participation of our Mental Health Accredited First Aid training and the management of the team delivering this.
- Coordinating the training dates, feedback, observation of training and improvements
- Designing and delivering Health and wellbeing bespoke training to internal staff and external stakeholders
- Emotional wellbeing support for employees, ensuring the in-house service is promoted effectively across the Shaw Trust group and that opportunities to expand this commercially are taken forwards.
- Working together with other service managers to provide reflective practise to different practitioners

### **Main Duties and Responsibilities**

1. To manage a team including clinical practitioners ensuring compliance and governance of ethical standards and practice and an understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
2. To communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
3. To set personal development and performance targets for direct reports and ensure these are met and ensure appropriate corrective action is taken if targets are not being achieved.
4. To work with front line staff to embed health and wellbeing approaches and ensure fidelity to our practice models are maintained at all times.
5. To embed H&WB into the culture of the organisation through annual wellbeing surveys / training / support.
6. To drive internal participation and external sales of our Mental Health Accredited First Aid training including the management of the team delivering this.
7. To coordinate the training dates, feedback, observation of training and improvements
8. To design and delivering Health and wellbeing bespoke training to internal staff and external stakeholders

9. To ensure the in-house wellbeing service is promoted effectively across the Shaw Trust group and that opportunities to expand this commercially are taken forwards.
10. To work within a quality and clinical governance frameworks ensuring that services delivered meet the standards required of lead bodies, the commissioners, ISO 9001 (Quality Management System), ISO 27001 (Information Security Management System) and Investors in People (People Management Standard).
11. To work collaboratively with the team and business development to deliver new business activities.
12. Produce accurate and timely reports on activity and performance as and when required.
13. Participate in training, learning and development as identified through regular reviews with line manager.

## Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. To undertake any further training as identified
3. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
4. 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 of 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.
5. 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.
6. The Trust has a Diversity and Inclusion 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.
7. 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.

8. 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.
9. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
10. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
11. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

<p><b>Person Specification</b></p> <p><b>Job Title: Health and Wellbeing Manager</b></p> <p>(E=Essential D=Desirable)</p>
<p><b>SKILLS AND CORE COMPETENCIES</b></p>
<p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• Recognised level 7 Clinical practitioner qualification with professional membership (i.e Mental Health nurse, Psychologist, Counsellor/therapist etc.)</li> <li>• Recognised training qualification (i.e. CIPD, PTTLs (or equivalent) Cert-Ed) <b>(D)</b></li> <li>• Recognised up to date MHFA and/or YMHA instructor qualification <b>(D)</b></li> <li>• Registered and a member of MHFA England <b>(D)</b></li> <li>• Post graduate studies in occupational health, employability or disability management <b>(D)</b></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Performance and relationship management experience <b>(E)</b></li> <li>• Excellent relationship management with external organisations <b>(E)</b></li> <li>• Ability to bespoke training solutions for employers enabling others to deliver these <b>(E)</b></li> <li>• Previous senior line management of health and social care services, managing a range people from different backgrounds and/or technical specialities.<b>(E)</b></li> <li>• Experience of designing, delivering and facilitating group training sessions within a health and social setting <b>(E)</b></li> <li>• Experience of managing working in mental health services <b>(E)</b></li> <li>• Clear understanding of the impact Covid 19 has had on the work force in general and the implications it may have had on staff wellbeing <b>(E)</b></li> <li>• Know how adults learn best in an organisational context <b>(E)</b></li> <li>• Able to train, coach, mentor staff to raise competency <b>(E)</b></li> <li>• Able to work within and across multiple teams simultaneously <b>(E)</b></li> <li>• Understanding of emotional health and its impact on wellbeing <b>(E)</b></li> <li>• Understanding of a wide range of disabilities and impairments across the mental and physical health spectrum <b>(E)</b></li> <li>• Ability to identify individual staff and team motivations and learning styles to support <b>(E)</b></li> <li>• Able to support development of new provisions through implementation and continuous improvement processes <b>(D)</b></li> <li>• Ability to problem solve and respond appropriately to a variety of situations. <b>(E)</b></li> <li>• Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. <b>(E)</b></li> <li>• Solutions focussed with ability to work under pressure <b>(E)</b></li> </ul>

**Skills and Attributes**

- Working with stakeholders, able to diagnose business problems and identify where there are learning and development needs and suggest appropriate solutions **(E)**
- Strong training design, delivery and facilitation skills **(E)**
- Presentation skills **(E)**
- IT skills and able to maximise resources to enhance learning experiences **(E)**
- Proficient in PowerPoint, Word, Outlook, Excel and Teams **(E)**
- Good attention to detail **(E)**
- Strong organisational skills **(E)**
- Able to communicate effectively, both verbally and in writing and at all levels **(E)**
- Using their own initiative, able to problem solve **(E)**
- Project management skills **(E)**
- Coaching skills **(D)**

**Personal qualities, communicating and relating to others**

- Enthusiasm, passion and dedication for wellbeing **(E)**
- The ability to promote high levels of professionalism and lead by example **(E)**
- Flexible and able to respond to the ever changing needs of the business **(E)**
- Resilient in approach and reliable **(E)**
- Outstanding personal impact, drive, enthusiasm and presence **(E)**
- Self-starter and able to work with minimum supervision **(E)**
- Positive, forward thinking and able to inspire staff within Shaw Trust **(E)**
- Consistent and optimistic attitude **(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 Disclosure and Barring Service Check **(E)**

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**