Job Title: **Local Health Network Manager**

Salary Range: **£28,857 to £33,907 (All other areas)**
£30,330 to £35,350 (South East)
£31,742 to £36,792 (London)

Reports to: **Health Network Manager**

Location: **Home based within London covering our West London Work and Health programme footprint and flexible to travel within the geographical area as required when COVID measures are lifted.**

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted. Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

We are looking for a individual who can shape service provision across a large geographical area working with a diverse range of community based delivery organisations.

Providing vision and direction, you will lead the development of a local network of providers and interventions to meet the H&WB needs of participants coming through the Work and Health programme commissioned by the Department for Work and Pensions . You will focus on ensuring the success of our community-based approach and building strong collaborative working arrangements with an extensive partnership network across a large geographial area within one of the Contract Package Areas where Shaw Trust is Commissioned to Deliver the Work and Health Programme

Using a social prescription approach, Support Managers on the Work and Health programme will signpost participants to access these interventions and you will monitor and analyse the network performance, uptake / capacity / innovation / changing needs and impact.

Flexibility in your aproach will be required as we need an active network of providers reflecting the changing customer needs throughout the life of programmes.

You will be comfortable in managing partners capactiy and performance. An important part of the role is to ensure providers are providing assurance and quality to H&WB standards, the Biopsychosocial model and 5 Ways to wellbeing.

This role is perfect for someone with a background in health and social care contract management or community capacity building, and the ability to capacity build a diverse range of health providers. An understanding of how the development of community-based services impacts the lives of people with health challenges is essential.

Are you right for the job?

- Do you have experience in health and social care contract management or community capacity building?
- Do you have experience of managing a wide range of contracts?
- Are you a relationship builder, experienced in increasing capacity with other organisations and individuals and able to motivate them to continuously improve?
- Are you proactive in achieving KPIs and targets across a diverse range of providers and contracts?
- Do you have the experience to resolve complex issues and stay focused under pressure?
- Are you confident in the analysis and interpretation of data in respect of outputs and outcomes to inform decisions on adapting or changing the provision procured

Person Specification

Job Title: Health & Wellbeing Provider Development Manager
(E = Essential D = Desirable)

Core 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 organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

Technical competency (qualifications and training)

- Degree educated or equivalent **(D)**

Experience

- An Understanding of the Welfare to Work Sector with a clear appreciation of the Work and Health Programme as commissioned by the Department of Work and Pensions **(E)**
- Experience in building community capacity for health and social care that will help facilitate the achievement of contract targets **(E)**
- Development and maintenance of sustainable partner relationships **(E)**
- Performance and service management experience obtained within an operational target driven environment **(E)**
- Knowledgeable in health and wellbeing with an understanding of how the development of community-based services and the integration of health and social care impacts the lives of people with health challenges and supports a journey into employment **(E)**
- Managing within a set budget and reporting monthly on variances **(E)**
- Ability to inspire local partners to improve performance by the active sharing of good practice locally and within the region **(E)**
- Experience of influencing and managing in a complex change environment **(E)**
- Proven experience of making presentations to stakeholders with success in delivering messages effectively **(E)**

• IT literate with emphasis on Microsoft Excel Skills supporting the ability to analyse translate and present complex data to senior managers **(E)**
Skills and Attributes • Proven analytical skills **(E)** • Skilled in negotiating and influencing discussions in complex or difficult areas to achieve desired outcome **(E)** • Strong leadership skills **(E)** • Strong commercial business acumen **(E)** • Ability to motivate and support **(E)** • Dynamic, open, participative and supportive management style **(E)** • Understanding of the wider health and social care sector **(E)** •
Personal qualities, communicating and relating to others • Excellent interpersonal, communication and presentation skills. **(E)** • Willingness to travel and work flexibly as part of the role **(E)** • Ability to work on own initiative, as well as in consultation and negotiation with senior managers and other stakeholders as required. **(E)** • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed target dates. **(E)** • Analytical problem solving skills. **(E)** • Outstanding personal impact, drive, enthusiasm and presence. **(E)** • Adaptable in a rapidly changing environment. **(E)** • Commitment, determination and resiliency. **(E)** • Flexible and adaptable. **(E)** • Innovative. **(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 Basic Level **(E)**

Main Duties and Responsibilities

1. Embrace and enact the Shaw Trust vision and direction for the growth and success of the contract and delivery network by creating a sense of purpose which aligns with the service principles and objectives

2. Provide skilful and proactive relationship management ensuring positive and productive relationships are established and maintained.

3. Capacity build a diverse range of organisations and stakeholders in order to achieve service delivery which meets commissioner and client needs.

4. Regularly performance manage and hold to account, providers and partners, for their contractual performance, KPI's and targets, agreeing remedial actions in a timely manner where required.

5. Work to a given budget ensuring that financial targets are met and corrective actions are taken on any variances.

6. Capture and analyse delivery partners' performance through robust MI, in order to recognise potential performance risk, assess performance of clients using the service and identify opportunities for innovation in service design.

7. Act as the focal point for internal and network delivery staff queries relating to the Shaw Trust approach to delivering health and wellbeing services.

8. Manage day to day operational practices across the contracts and supply chain to encourage information sharing and good practice across the network.

9. Ensure an effective, yet proportionate approach is taken with regard tocontract management, implementing the principles of market stewardship.

10. Use agreed tools and techniques with the delivery partners to ensure each delivers as per their contractual obligations, thereby meeting quality assurance standards and compliance.

11. Work with delivery partners to ensure facilitation of best practice, continuous improvement in contract delivery and integration of the client journey in order to meet the required contractual outputs.

12. Ensure service user involvement and co-production is established and embedded across the delivery network.

13. Ensure delivery partners operate safely and within relevant legislative guidelines appropriate to health and wellbeing.

14. Work with delivery partners to create alliances with other agencies who provide tangible outcomes for wellbeing service clients.

15. Develop a local partnership portfolio with charities and voluntary organisations supporting our client group. Building on the existing community asset mapping and ensuring its continual improvement via input from delivery network, support managers and participants or carers.

16. Promote and sell the Shaw Trust in the community service to relevant parties, leading to further business opportunities.

Other Responsibilities

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 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.

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.