

## JOB DESCRIPTION

<b>Job Title:</b>	Living Well Sefton - Programme Manager
<b>Salary:</b>	£42,000 per annum
<b>Benefits:</b>	26 days annual leave (29 after 5 years' service) plus bank holidays. Company pension scheme with contributions of 6%. 24/7 Employee Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme. Flexible working. CPD including apprenticeship opportunities up to Level 7.
<b>Location:</b>	Hybrid – Sefton
<b>Hours:</b>	35 hours full time (part time/compressed hours considered)
<b>Responsible to:</b>	Chief Executive

### Job Purpose:

To lead the development and delivery of the Living Well Sefton service (LWS), its engagement with local communities and to be responsible for business and performance management, supported by the Deputy Programme Manager and wider team.

### Main Duties and Responsibilities:

- Provide strategic leadership and co-ordination to the programme partnership; primarily focused on service delivery, service redesign, cultural shift and sustainability.
- Management of the LWS core team, supported by the Deputy Programme Manager.
- Ensure effective systems are in place for case management and integrated referral pathways within the service.
- Lead the co-ordination and facilitation of the LWS partnership, including the Community Connector programme.
- Oversee Sefton's Social Prescribing programme and manage any subcontracting arrangements as required. Liaise with key stakeholders within the Primary Care Networks and relevant partners, ensuring performance is met and contracts are adhered to.
- Assess and evaluate the effectiveness of interventions and services based on establishing a robust management information system with the commissioner and the providers.
- Monitor service specifications and performance management arrangements to ensure they are on target, meeting agreed outcomes and that they are services offering value for money and efficiency in delivery.

- Monitor and review partners delivery against agreed Key Performance Indicators. Assess and evaluate the effectiveness of interventions and services in delivering behaviour change and achieving participants stated health goals. Recommend any necessary programme changes based on outcomes and performance.
- Work with providers to ensure allocated resources are aligned and used effectively; contracts are successfully negotiated and implemented in line with identified needs.
- Ensure that LWS becomes integral to multi-agency and partnership work, addressing health inequalities in Sefton.
- Lead the Strand By Me community hub, currently based in Bootle Strand, ensuring the smooth running of a health and wellbeing outreach base open to the public.
- To co-ordinate innovative approaches to support positive behaviour change across health inequalities in both clinical and community settings.
- To lead the marketing and communications work of the Living Well Sefton service and working with partners, including LA Corporate Communications and NHS, producing communications, marketing and engagement strategies for the initiative.
- Produce specialist reports, data sets and evaluations, presentations for commissioners, CVS and external providers as required.
- Plan and co-ordinate workforce development and training needs including Making Every Contact Count (MECC), Think Differently Cope Differently etc.
- Maintain oversight of the LWS Grant Funding pots, setting regular funding rounds that meet the needs of communities and align with Sefton's priorities.

### **Responsibility for Client Care**

- To ensure all providers are able to deliver advice/information to prevent ill health, promote health gains and advise on access to interventions and treatment where appropriate. This will include an ability to demonstrate, consider, interpret and communicate a range of options to meet individual needs.
- To ensure appropriate governance arrangements with all providers, regarding awareness of and maintenance of client confidentiality in accordance with current data protection guidance, managing and maintaining both written and electronic contemporaneous records.
- To ensure effective communication with partner agencies/organisations striving to achieve service integration in client care, whilst ensuring all providers within the model are also incorporated into this wider perspective.
- To ensure provider deployment of staff within services and care pathways enables effective delivery of integrated services, reviewing skill mix as required.

## Responsibility for Resources, Policy and Services Development

- To work closely with individual budget leads within the programme portfolio and support staff to ensure effective use of resources e.g. grant fund allocation, communications and marketing.
- Ensure grants are used for the purposes of community service development and contribute to service sustainability.
- To establish and maintain governance arrangements by working with staff in the wider commissioning portfolio to ensure policies, professional standards, appropriate governance and requirements are implemented and understood within the service.
- To advise commissioners on issues of service delivery, including shortfalls, service pressures and to propose and implement remedial action, as appropriate.

## Analysis and data management

- **Collect** - Ensure data collection systems are in place for all services and that this information is systematically recorded and reported in a timely manner through the appropriate channels.
- **Analyse & Evaluate** – Use LWS data to evaluate patterns of service delivery to ensure that the services are operating effectively and that resources are deployed equitably to meet demand.  
**Report** - Collect data from all spoke providers and develop monthly returns for CVS and quarterly returns reporting on KPIs via collective reports, including quantitative and qualitative narrative to demonstrate positive outcomes.

## General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

## **Confidentiality**

You must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

## **Hours of Work**

You must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. You will be expected to adopt a mature and common-sense approach to this arrangement.

## **Pension**

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme.

## **Annual Leave & Public Holidays**

The annual leave entitlement is 26 days (29 days after 5 years) plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

**Employee benefits include;** Health and Wellbeing package, Income Protection and Life Assurance.

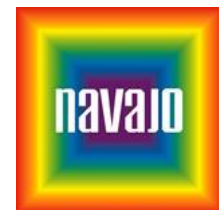
We offer continual professional development opportunities, including apprenticeships to Level 7.

## **Equal Opportunities**

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

## **Navajo Charter Mark (LGBTIQA+)**

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.



In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.

Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.

## **Disability Confident Employer**

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



**What we mean by disability:** The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

**Guaranteed Interview:** The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

**How to apply:** If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

## **Living Wage Employer**

Sefton CVS is now an accredited Living Wage Employer. This means that every member of staff working for Sefton CVS will earn a real Living Wage.



The real Living Wage is higher than the government's minimum, or National Living Wage, and is an independently calculated hourly rate of pay that is based on the actual cost of living. It is calculated each year and is announced by the Living Wage Foundation as part of Living Wage Week.

## **Additional Information**

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.

## **PERSON SPECIFICATION**

You will need to demonstrate that you have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

### **Essential Requirements**

#### Qualifications

- Educated to degree level in a relevant subject or significant experience in a related role.

#### Experience

- Experience of working at a strategic, senior level in a related field.
- Experience of multi-agency working at higher level leading to tangible outcomes.
- Experience of successfully leading systems and change management in organisations.
- Demonstrable evidence of achievement in improvement service development or service redesign.
- Experience of managing a team.
- Experience of working in a multi-disciplinary team.
- Experience of developing, nurturing and maintaining business relationships, both day to day and to improve on best practice.

#### Knowledge

- Sound understanding of public health, and the impact of public health and health improvement initiatives on populations.
- Sound knowledge and understanding of current issues in the areas of health improvement and health inequalities.
- Understanding of the wider determinants of health.
- Demonstrative knowledge of key national and local policy drivers particularly in respect of health improvement and public health initiatives.
- Strong knowledge of evaluation techniques.

#### Skills and Abilities

- Ability to create, maintain and develop IT case management systems with the ability to analyse, report and evaluate data.
- Ability to manage and monitor budgets effectively.
- Ability to think laterally and innovate strategic vision.
- Ability to work autonomously delivering agreed objectives within deadlines.
- Ability to influence and implement change.
- Project management skills.
- Ability to support staff and colleagues to cope with change.
- Understanding and experience of effective engagement and communications strategies.
- Knowledge and understanding and experience of information governance.
- Experience of successfully leading systems and change management in organisations

## **Desirable Requirements**

- Higher degree in a public health/health improvement related field.
- Experience of planning, monitoring and review of public health/health improvement projects.
- Experience of performance management within a public sector organisation.
- Experience of successfully managing health improvement services.

## **Common Requirements that are essential for all Sefton CVS posts**

### **Personal Skills**

- High levels of emotional intelligence.
- Ability to use own initiative.
- Self-motivated and resilient.

### **Communication Skills**

- To effectively communicate with different groups and individuals in various situations.

### **Interpersonal Skills**

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

### **Organisational Skills**

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

### **Team Working**

- To be able to contribute to the Sefton CVS team and its overall effectiveness.

- To share skills, expertise and ideas with other CVS projects.

### **Information & Communication Technology**

- Fully IT literate; to be able to use Microsoft Office software such as Outlook, Zoom, Word and Excel independently and effectively.

### **Equal Opportunities**

- To be committed to and understand equality, inclusion and diversity practice and implementation in the workplace.