



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Community Response Manager (COVID)	Role Profile Number: PCDH84
Grade: Q	Date Prepared: 08.03.2021
Directorate/Group: Public Health, ASC	Reporting to: Healthy Communities Manager
Structure Chart attached:	No

Job Purpose

The Community Response Manager (COVID) will work alongside the Operational Leads for Community Navigation, Community Participation and Live Well Response to ensure the smooth and efficient operation of the Healthy Communities service.

The post holder will build relationships with colleagues, key stakeholders and partners across Swindon Borough Council as well as with health, social care and communities to ensure the support required from residents is relevant, timely and effective. Key relationships include Customer Services, Citizens Advice, Swindon Carers, Swindon Food Collective, Pharmacies, GP Surgeries, Children Services, Adult Social Care and Great Western Hospital.

This role will be responsible for overseeing the day to day operation of our Community Response to COVID 19. This includes the organisation and deployment of staff and tasks to include, shopping, food and medication delivery, access to Foodbank vouchers, welfare checks and visits and hospital discharge.

Key Accountabilities

- Manage the operational delivery of the Community Response programme associated directly to COVID 19
- Line manage/supervise a team of Response Workers who will be deployed by you to carry out tasks.
- Manage any particularly complex cases, acting as a point of reference and escalation for those cases which require a greater level of intervention and support
- Develop and nurture relationships with the partners, particularly ASC, GWH, First City, the Carers Centre, Customer Services to ensure the support offered is joined up, meets demand and is person centered

- Work alongside the Healthy Communities Management team to supervise, guide and mentor the team to ensure their practice is of a high quality and meets desired standards
- Contribute to the development and management of a continuing professional development programme for the team, ensuring they receive up to date and appropriate training and support
- Maintain a strong and collaborative relationship with ASC, the CCG and GWH to ensure that the service continues to meet expectation and outcomes, problem solving and seeking quality improvements
- Work with partners across the health, social care and charity sector to ensure strong links and timely access to onward services and support for clients
- Manage the budget to ensure the support being offered remains within the designated funding envelope
- Link closely across Swindon Borough Council and Public Health to ensure the response work is understood and accessible

Supplementary Accountabilities

- Work alongside the Service Lead to ensure the Self Isolation and Clinically Extremely Vulnerable frameworks are effectively rolled out.
- Contribute to the Healthy Communities team, ensuring an effective and co-ordinated plan across the service area
- Deputise for the Healthy Communities Manager in their absence
- Facilitate and manage safeguarding referrals, offering advice and support to team members
- Mentor and support Practitioners across the Healthy Communities service; offering training and supervision
- Attend Public Health and Swindon Borough Council mandatory training and CPD

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of operating in a health and social care or community development role
- Experience of operational management, including the deployment of staff and tasks
- Experience of supporting/supervising a team
- Experience of attending meetings at partnership level
- Experience of working collaboratively with partners and communities, supporting multi agency approaches
- Experience of solving complex problems and operating in a solution focused way

- Experience of developing and managing projects
- Experience of working with volunteers and community groups
- Knowledge of local community resources across Swindon
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of issues affecting local communities, individuals and those facing health inequality

Qualifications

- Qualified to degree level or compensatory relevant experience in a health, social care or community sector, managing and developing projects

Decision Making

- Knowing when to escalate concerns about safeguarding or risk
- Providing guidance and advice to team members dealing with complex cases and people in crisis.
- Reviewing and deciding the viability of a response
- Prioritising and managing a changing workload with competing pressure on individuals/teams time
- Responsible for agreeing contribution and involvement in partnership projects
- Negotiation skills

Creativity and Innovation

- Generating ideas and designing new ways of working and/or supporting clients.
- Creative problem solving at an operational and strategic level
- Using and sharing insight across the team
- Inspiring and motivating team members to develop their skills and expertise
- Creating new ideas to keep clients engaged and interested
- Creating CPD opportunities

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Pool of casual workers <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Practical tasks associated with COVID 19 • Collection and delivery of food/equipment • Welfare checks • Case work • Partnership working 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- SBC Adult Social Care and GWH Trust
- Children Services and MASH
- Customer Service (Swindon Emergency Assistance Fund)
- Ministry of Housing , Communities and Local Government
- Public Health England
- CCG, PCN, GP and Practice staff
- Community and Voluntary Sector Partners, including charities
- Statutory Partners – Health and Social Care, Police, Fire
- Community Leaders
- Community Groups
- Ward Members and Parish Councillors
- Individuals and residents
- Volunteers

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Evening and Weekend required. On call rota as required.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	