



Role Profile Live Well Programme Manager

Job Title: Live Well Programme Manager	Role Profile Number: SBC_11666
Grade: Q Grade Salary:	Date Prepared: 09.10.2020 Updated Jan 2023
Directorate/Group: Public Health, Adult Social Care	Reporting to: Service Delivery Manager (Live Well)
Structure Chart attached:	

Job Purpose

The Live Well Programme Manager will lead work alongside the Service Delivery Manager to ensure the smooth and efficient operation of the Live Well service. The post holder will build relationships with key stakeholders and partners in health, social care and communities to improve the lives of local residents, through a range of client centered, community led, and strength based programmes. These programmes will be the vehicle to build individual and community capacity and facilitate opportunities for people to connect, contribute, learn and ultimately live well.

The team of Live Well Programme Managers, will be responsible for overseeing a number of projects related to health improvement, including but not limited to:

- **Community Navigation and Social Prescribing**, working closely with the Integrated Care Alliance, Primary Care Networks (PCN) and Practice staff including GPs, to offer a service which meets the needs of patient cohorts
- **Health Promotion & Early Intervention** working closely with other providers, community groups and individuals to ensure they have access to the right information, advice and support. Linking with organisations and communities to promote and deliver activities which facilitate good health and prevent risk to ill-health
- **Swindon Circles and Volunteering** – reducing loneliness and isolation and encouraging contribution – people, helping people
- **Social, financial and health inequalities** – addressing the Cost of Living Crises through partnerships

and opportunities

- **Migrant Health** – facilitating local connections and opportunities for visitors, asylum seekers and refugees arriving in Swindon
- **Live Well Response** - working closely with Adult Social Care, the ICA, Primary Care Networks (PCN) and the Great Western Hospital Trust (GWH), to offer a service which meets the needs of client cohort.
- **Safely Home** – working with adult social care and health to facilitate time hospital discharge and support for individuals to stay well at home following a hospital stay
- **Hoarding and Self Neglect** – working with adult social care to deliver a holistic programme of support to those who have hoarding behaviours.
- **Live Well in Swindon** – facilitating local access to information, advice, signposting and supporting in community settings.

Key Accountabilities

People

- Manage the Team Leads/Project Officers and be accountable for the operational delivery of projects
- Matrix manage a team, in support of Team Leads, ensuring robust supervision, CPD and case management; guiding and mentoring the team to ensure their practice is of a high quality and meets desired standards.
- Develop and manage a continuing professional development programme for the team, ensuring they receive up to date and appropriate training and support
- 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

Partners

- Develop and nurture relationships with the Public Health Specialists, Integrated Care colleagues, GPs, Primary Care Network and practice staff, Voluntary and Community Sector, Parish Councils, health and wellbeing providers, Adult Social Care teams and the care sector to ensure work is aligned and support offered is joined up, meets demand and is person centered.
- Maintain a strong and collaborative relationship with funding partners to ensure the service continues to meet expectation and outcomes. Problem solving and seeking quality improvements for the service and individual projects.
- Establish and maintain productive and collaborative relationships with community and voluntary sector partners to ensure Swindon has a rich and diverse range of opportunities.

Projects

- Identify gaps in service and generate new ideas and projects which meet the outcomes of Live Well Swindon.
- Provide management oversight to a range of activities and projects to ensure they are well planned, financially viable, safely delivered, and regularly reviewed.
- Facilitate community involvement and participation through a co-ordinated approach to the promotion and delivery of accessible activities and opportunities.
- Manage and report on the budget ensuring effective and timely forecasting.
- Develop funding bids in partnership with the community and voluntary sector to build new projects and local capacity/capability.
- Take account of evidence and good practice in relation to programmes, to increase chances of continued funding and maintain high standards and protect reputation.

Supplementary Accountabilities

- Contribute to the Live Well Management team, ensuring well communicated, effective and co-ordinated plans across the service area
- Deputise for the Service Delivery Manager in their absence
- Facilitate and manage safeguarding referrals, offering advice and support to team members
- Mentor and support practitioners across the Live Well service; offering training and supervision
- Attend Public Health and Swindon Borough Council mandatory training and CPD
- Provide Duty Management cover at Sanford House

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 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.
- Public Health qualification or a willingness to obtain

Decision Making

- Knowing when and where to escalate concerns about safeguarding.
- Providing guidance and advice to team members dealing with complex cases and people in crisis.
- Reviewing and deciding the viability of a project.
- People management, dealing with team dynamics and individual circumstances.
- Prioritising and managing a changing workload with competing pressure on individuals/team's time
- Responsible for agreeing contribution and involvement in partnership projects
- Negotiation and influencing skills
- On the spot decisions about how to handle a situation whilst on duty at Sanford House (unknown, varied and potentially complex)

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
- Identifying partners
- Thinking about alternative solutions

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Matrix management and oversight of • Team Leads (N) • Project Officers (N) • Support Officers • Matrix management across the business area <p>Direct reports: approx. 6. Team size: approx. 20.</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • 121 coaching and goal setting/Case work • Allocation of clients • Peer led training and supervision • Health promotion • Information, advice and signposting • Health coaching • Community connections • Data collection/analysis 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>250k</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)

- ICA, 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 through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

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).

Some evening and weekend working, including ‘on call and standby’

Front of house - duty management responsibilities

Community based work

Complex clients/safeguarding risks/people presenting in crises

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