



Role Profile Live Well Project and Team Lead

| | |
|--|---|
| Job Title: Live Well Project and Team Lead | Role Profile Number: SBC_11667 |
| Grade: N Grade | Date Prepared: Jan 2023 |
| Directorate/Group: Adults, Housing and Health (Public Health) Health Improvement Services (Live Well) | Reporting to: Live Well Programme Manager |
| Structure Chart attached: | Yes |

Job Purpose

This role will be responsible for establishing and leading a range of projects working closely with local community and voluntary groups, health and social care partners, charities and individuals to generate interest and support to address local needs.

The role will also be responsible for delivering a high quality, effective and evidenced based programme of work, which is supported by a sound triage system, where clients are given timely advice and support and where necessary allocated to a case worker or member of the operational team. The role will also be responsible for leading a team of workers offering supervision, mentoring and line management and supporting them to deliver a range of activities. The post holder will hold a case load of clients and be expected to deliver activities and sessions.

Key areas of work include:

- Community Involvement, Community Connections and Volunteering
- Reducing Inequality
- Building Resilience and Independence
- Community Navigation and Social Prescribing

- Health Promotion, Healthy Lifestyles and Health Improvement

Key Accountabilities

Leading a Team

- Line manage a team of Live Well workers (Coaches, Navigators, Social Prescribers, Support Officers), organising and attending team meetings and on-going training and development sessions
- Coordinate the allocation of case work and activity for the team to delivery; acting as a mentor, escalation point, including assessing and allocating referrals and tasks based on capacity, specialisms and expertise;
- Use and promote motivational interviewing, coaching and advocacy that results in sustainable behavior change.
- Co-ordinate the distribution of information and resources from and to partners agencies and teams.
- Keep abreast of local and national changes in services and opportunities, to ensure team's knowledge and practice is up to date and the local offer available is as wide and well known by the team as possible.
- Ensure all delivery is evidence based, risk assessed, well planned and meets minimum operating standards.
- Recruit, train and support volunteers from a diverse range of backgrounds to enhance the project and ensure the service design is rooted in local insight.

Leading a Project

- Maintain relationships with key partners and ensure the service meets the criteria of commissioners and provides a meaningful and locally relevant offer for Swindon people.
- Work alongside the voluntary and community sector and with providers/partners to maximise the skills, experience and offers from within local groups and charities.
- Respond to local challenges, developing action plans to address issues and generate positive outcomes.
- Engage with local communities and community Leaders to ensure all activity is culturally sensitive, is accessible, remains relevant locally and can be sustained beyond Live Well's initial input.
- Maintain accurate, up to date records of action, outputs and outcomes in order to complete required performance reports.
- Optimise opportunities for spreading health and wellbeing messages across Swindon and the system; role modelling and promoting the Live Well principles.

Supplementary Accountabilities

- To deputise for the Live Well Programme Manager as and when required
- Play an active role within the Public Health team Live Well, including regular attendance of team meetings and contributing to the overall business plan

- Undertake and participate in any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.
- Hold a case load of clients; overseeing those deemed more complex
- Deliver sessions to ensure sessions are covered and expertise is not lost
- Provide duty officer cover at Sanford House

Knowledge & Experience

- Experience of working in a health improvement, health promotion or similar field
- Experience of leading or managing a team
- Knowledge of health, social care and voluntary and community sector services/networks in Swindon
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of Public Health principles and practices
- Experience of working in a health, social care or voluntary and community sector environment.
- Experience of using coaching and/or motivational interviewing or similar techniques.
- Experience of working collaboratively with other workers/agencies in order to coordinate efforts
- Experience of working on a one to one basis and in groups, supporting an individual's health and wellbeing.
- Experience of running health promotion activity and delivering community engagement
- Experience of recruiting, training and managing volunteers
- Sound IT knowledge and skills, specifically Microsoft, including excel

Qualifications

- Educated to level 4 with experience of working in a health, social care, community or customer focused setting
- Public Health qualification or a willingness to obtain

Decision Making

- Ability to work on own initiative and work collaboratively as part of a wider team.
- Confidence and experience to make appropriate autonomous decisions
- Ability to fully involve patients in the development of their plans
- Confidence and skill to influence at a senior level
- Ability to prioritise and manage a changing workload using a wide range of strategies.
- Knowing when to escalate concerns or bring about multi agency approach
- Confidence in bringing a call/meeting to a conclusion
- Knowledge and escalation around safeguarding and risk

Creativity and Innovation

- Ability to learn, be open to change and to demonstrate a can-do attitude.
- Find solutions for individuals and communities that result in achieving better outcomes
- Strong written communication to ensure conversations, actions and outcomes are recorded
- Excellent verbal communication (partners, stakeholders and individuals) using MECC principles
- Innovative solutions to simple and complex problems
- Reflective working to improve performance.
- Delivery of engaging health promotion activity
- Means of connecting to harder to reach communities
- Translating messages so they easy to understand and accessible to all
- Ability to present in groups and make the subject relevant and captivating for the audience

| | | |
|--|--|---|
| <p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Supervision/line management of up to 10 Officer (L -M grades) <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Delivery of sessions • Advice and signposting • Case work allocation • Insight gathering • Dissemination of information/materials • Signposting • Translations • Collaborative working • Case studies | <p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p> | <p>20k to oversee</p> <p>.</p> <p>Health promotion equipment IT/phone Project equipment</p> |
|--|--|---|

Contacts and Relationships

- Ability to connect with people and put them at ease quickly
- Emotionally literate and empathetic
- Excellent at building trust and respect over a short time frame
- Excellent communication skills and an active listener
- Ability to build effective links with individuals and community leaders from diverse communities.

- Good coaching, motivational interviewing and listening skills
- Ability to train and inspire others.
- Motivating volunteers, patients and groups
- Build strong, trusting and constructive relationships across a range of partners and colleagues
- Proactive in seeking support, consultation and advice from colleagues.

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

Office based as well as out in the community. Some evening and weekend work required. Can be long periods on the telephone and in front of a screen.

Some evening and weekend working, including ‘on call and standby’
 Front of house - duty officer responsibilities
 Community based work
 Complex clients/safeguarding risks

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