



Role Profile

Job Title: Community Response Manager	Role Profile Number: PCDH74
Grade: Q Salary:	Date Prepared: 09.10.2020
Directorate/Group: Public Health, ASC	Reporting to: Healthy Communities Manager
Structure Chart attached:	No

Job Purpose

The Community Response Manager will work alongside the Operational Leads for Community Navigation and Community Participation to ensure the smooth and efficient operation of the Healthy Communities service. The post holder will build relationships with key stakeholders and partners in health, social care and communities to support individuals who require short term practical support. This role will be responsible for overseeing the Community Response work programme, working closely with Adult Social Care, the Clinical Commissioning Group (CCG) Primary Care Networks (PCN) and the Great Western Hospital Trust (GWH), to offer a service which meets the needs of client cohort and has the following expected outcomes and impacts:

- Reduced delay in hospital discharge
- Reduced hospital re-admission
- Increased capacity across the system, in particular ASC colleagues who can concentrate on Care Act Assessments
- People reporting being less isolated with improved well-being and improved ability remain independent
- Reduced loneliness and isolation reported by individuals

Key Accountabilities

- Manage the operational delivery of the Community Response programme
- Line manage a team of Community Response Workers who each have a caseload of clients to work with
- 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 to ensure the support offered is joined up, meets demand and is person centered

- Supervise, guide and mentor 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
- Maintain a strong and collaborative relationship with ASC and the CCG 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 project offers value for money and remains within the designated funding envelope
- Establish and maintain productive and collaborative relationships with community and voluntary sector partners to ensure the Community Response Workers have a rich and diverse range of opportunities for their clients to access
- Link closely with the ASC and the Community Response Hub to ensure the Community Response Workers are aligned to similar roles and work collaboratively to meet the needs of the client
- Take account of evidence and good practice in relation to hospital discharge programmes, long term health conditions and loneliness and isolation

Supplementary Accountabilities

- 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 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.
- Providing guidance and advice to team members dealing with complex cases and people in crisis.
- Reviewing and deciding the viability of a project.
- 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"> • Community Response Workers 8 (L) <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Practical tasks • Collection and delivery of equipment • Peer support • Case work 	<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)

- SBC Adult Social Care and GWH Trust
- 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).

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