**JOB DESCRIPTION**

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| **Job Title:** | **Social Prescribing Service Manager** |
| **Salary:** | £36,500.00 per annum FTE |
| **Hours of Work:** | 37.5 hours per week with occasional weekend and evening work |
| **Responsible to:** | Advice Services Manager |
| **Based at:** | Ann Owens Centre  Oak Lane  East Finchley  London N2 8LT |
| **Website:** | www.ageukbarnet.org.uk |

**Purpose of the role.**

The Social Prescribing Service Manager role spans the management and leadership of NHS projects including the Aging Well MDT and a team of twenty-two Social Prescribing Link Workers (SPLW). The aim is to support the community to stay well and increase their independence by addressing non-medical determinants of ill health. Positioned within Age UK Barnet’s core advice team and reporting directly to the Advice Services Manager, the role forms a key part of the portfolio of contractual services and grant-funded projects delivered by Age UK Barnet.

This is a full time role leading and supporting the social prescribing link worker team across the two contracts, managing key stakeholder relationships, developing services and promoting awareness across the borough as well as delivering all KPI requirements.

Depending on the skills and experiences of the appointed candidate, this post holder may take on additional duties and responsibilities within Age UK Barnet.

**Key responsibilities**

Service Development:

* To contribute to the strategic planning and operational running of NHS linked projects including the SPLW service.
* To contribute to the development and maintenance of systems to improve service delivery and ensure quality of care and support.
* To promote integration and the benefits of collaborative voluntary sector services and projects to the wider staff team, and to VCS colleagues in the borough.
* To develop excellent working relationships across the relevant NHS structures and to navigate within a complex partnership arrangement

In respect of other services:-

* To contribute to the development of Age UK Barnet services in primary care and other service initiatives aimed at enabling older people to stay well and to retain their independence.

Staff Management:

* To lead the recruitment of staff and ensure that skilled and experienced staff resources are in place to meet demand for the services.
* To oversee and support the deployment of SPLWs into Primary Care Networks.
* To identify and oversee the planning and implementation of appropriate staff training including induction and in-service training.
* To support the develop management arrangements of the workforce, escalating care and support delivery issues and risks as appropriate.
* To manage staff across the two services, ensuring that supervision and appraisals are in line with organisational policy adhering to agreed service standards and objectives.
* To lead on the management of staff disciplinary issues in line with organisational policy.
* To ensure that safe working practices are in place for all staff.
* To manage team and staff relationships for positive outcomes and to liaise and coordinate with GPs and key commissioners on staffing issues associated with the employment of SPLWs.
* To lead peer to peer support sessions and deliver 1-1 sessions with SP staff every month alongside the deputy manager.
* To provide guidance and best practice advice to the SP team.

Service Delivery and Quality Assurance:

* To complete reporting duties for the two contracts requirements, monthly, quarterly and annually using both Access Elemental and Charity Log case management systems.
* To support the implementation and operational delivery of care and support across the team to ensure processes are developed and implemented.
* To manage the Service Level Agreements and staff contracts with the PCNs and CLCH.
* To manage the Access Elemental Licence Contract.
* To contribute to the development of key performance indicators for MDT, SPLW and AUKB services.
* Implementing strategic vision and streamlining across teams and SPLW PCNs.
* Promoting SPLW and other services with GPs, partners and the wider Barnet community.
* To participate fully in audits and inspections by accredited/regulatory bodies and take the lead on implementation of quality systems where appropriate.
* Deliver information to help PCNs, commissioners and local partners identify unmet needs within the community and gaps in community provision.

Financial Management

* Maintain budgets for existing services and any new service developments alongside the Finance Team and CEO.
* Actively monitor budgets to deliver services within the agreed financial framework and resources.

Networking and Collaboration

* To manage and maintain strong key stake holder relationships for both services including hosting the SP steering group meeting monthly and maintaining excellent working relationships with PCN leads and CLCH team leads.
* To network and collaborate with the Voluntary Sector across Barnet.
* To create material for and attend, networking community or PCN events when requested to promote and raise awareness of the service.
* To oversee and manage the project work assigned for SP service development.
* This role has various seats on regular Partnership meetings such as Making Every Contact Count, Healthy Hearts, Barnet Homes MDT, Barnet’s Community Connectors, London SP managers, Social Prescribing Advisory Group (NCL), NCL Personalised Care, Barnet Faculty Leads (PCN), and Faculty of Educators (PCN).
* Represent the organisation at external meetings and partnership boards as required.
* To be proactive in creating new relationships with new services across the borough, networking and seeking new ways to improve collaboration with services that the teamwork with or have concerns with to improve patient care.

**General Tasks**

**Data capture**

• Work sensitively with people, families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing.

• Encourage people, families and carers to provide feedback and to share their stories about the impact of social prescribing on their lives.

• Support referral agencies to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.

• Work closely within the PCN and Public Health Teams to improve the data sets offered through Social Prescribing, ensuring all targets are achieved, and the impact of the data is shared to those it will benefit as well as to those it is necessary.

**Miscellaneous**

• The post holder must always carry out duties and responsibilities with due regard to the organisation’s equal opportunity policies and procedures.

• Work as part of the PCN healthcare team to seek feedback, continually improve the service and contribute to service improvement and business development.

• Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.

• Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

• The post holder may be required to complete evening and weekend work.

• The post holder must always respect patient confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of the General Data Protection Regulation (GDPR).

• The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.

• The post holder must be aware of individual responsibilities under the Health and Safety at Work Act and identify and report as necessary any untoward accident incident or potentially hazardous environment.

• The post holder will ensure they accurately represent the PCNs and ensure the values of the PCN are always upheld in carrying out their work

• The post holder will work as part of a team and provide cover for absent colleagues.

• The post holder may be required to undertake duties at any location within the Borough of Barnet, in order to meet service needs.

• The post holder must always work in general accordance with the organisation’s policies and guidelines.

• The post holder must always adhere to the organisation’s information governance policy, in particular ensuring that there is no breach of confidentiality as a result of his/her actions.

**Equal Opportunities:**

The organisation operates an equal opportunities policy and expects staff to have a commitment to equal opportunities policies in relation to employment and service delivery.

**Performance Management**

Example numerical indicators include:

1. Numbers of patients benefiting from services

2. Service response times achieved

3. Number of users reporting improved outcomes

4. User perception of quality/usefulness/responsiveness of service

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

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| **Person Specification** |
| **Essential** |
| 1. Educated to degree level in a public Integrated care, social care or Integrated care related subject, or commensurate experience. 2. Experience of managing and developing staff, and the performance management of a team. 3. Knowledge and experience of working with Integrated care, social and voluntary sector services in an integrated manner. 4. Knowledge and experience of working within primary care and with Clinical Leads/Directors. 5. Experience of working within an integrated care landscape. 6. Experience of recruitment, supervision and facilitation of team meetings. 7. Experience of service development and project management. 8. Experience of working with and supporting older people, and an understanding of the Integrated care and wider social issues affecting them. 9. Experience of producing briefing papers and reports at both a senior level as well as to a wider range of stakeholders. 10. Knowledge and experience of an accredited or regulatory framework for quality assurance and experience of monitoring the quality of a service, ensuring that best practice is achieved. 11. Knowledge and experience of current best practice in relation to safeguarding adults. 12. Ability to be solution focused. 13. Strong ICT skills including database skills (System One), Excel, Word, PowerPoint and Outlook. 14. Ability to manage own workload and work to tight and often changing timescales. 15. Flexibility in the work environment and a willingness to participate in organisational events. 16. Have excellent organisational, administrative and communication skills, both written and verbal. 17. Be dedicated to delivering exceptional service on behalf of the organisation internally and externally. 18. Be a proactive, flexible, ‘can do’ individual and an effective team player. |
| **Desirable** |
| * Knowledge and experience of employment legislation process and practise. * Understanding of working within a commissioning framework. * Knowledge of the LBB Integrated care and Social Care landscape. |