

Job Description

Job Title:	Community Development Manager
Salary:	£32,000 per annum
Hours:	Full time – 35 hours
Days and Times:	Monday to Friday, 9am - 5pm
Employed by:	Age UK Hillingdon, Harrow and Brent
Responsible to:	Director of Services (Statutory & Trusts)
Responsible for:	Developing the delivery of Social Prescribing across Harrow, with a coordinating role to ascertain the level and type of need being expressed through non-clinical face to face roles including Social Prescribing.
Main Location:	Central Harrow (with some home working)
Status:	1 year fixed term with potential to extend

Main Purpose of the Job

This is an exciting new role to manage the further development of the Social Prescribing model in Harrow.

The Service Manager will have lines of accountability to Harrow Together, to Harrow Public Health, to the Primary Care Networks and to the third sector consortium lead who will be the employer of this post.

The purpose of the community development manager will be to form a Social Prescribing network, facilitate sharing between the members and to identify opportunities to develop new services in the Voluntary and Community Sector (VCS) in Harrow.

The network will include:

- Social Prescribing Link Workers offering short term support.
- Other council support services.
- Navigators/ other services that are helping people find opportunities in their area.
- Patient Participation Groups, user groups (social care, LD, autism, carers etc).
- Community groups providing support to local residents.

The post holder will:

- Form a network, facilitate sharing between the Local charities (members of Harrow Together and wider VCS) and identify opportunities to develop new services in the VCS.
- Represent the Social Prescribing Services and maintain effective relationships with key stakeholders in NHS, Local Authority and Voluntary Sector.

1.0 Development and Growth

- 1.1 Routinely bring the expressed needs to a forum of Community and Voluntary Sector organisations to inform service development to address unmet needs wherever possible.
- 1.2 Link with statutory services and Healthwatch to effectively support a dialogue between communities and those services.
- 1.3 Present the particular needs of Social Prescribing link worker clients, to routinely seek Link worker views on expressed needs.
- 1.4 Encourage the use of a single case management system, and to be enabled to provide reports from it wherever possible.

- 1.5 Plan and deliver creative and engaging consultation events and activities, to understand and gather information from a diverse range of people on local needs and issues.
- 1.6 Support residents to lead on community projects and the development and delivery of new groups, services or activities to meet needs or improve services in the community.
- 1.7 Liaise with all stakeholders including local schools, councillors, faith groups, other community and voluntary groups and local businesses to ensure their skills, knowledge and ability to connect and support local people is fully utilised.
- 1.8 Gather data and information continuously and comprehensively from multiple sources, utilising a variety of methods to accurately inform report writing, capture case studies and support recommendations for change with the wider team.
- 1.9 Understand and help promote the 'Making Every Contact Count' initiative within the Integrated Care System and Local Authority.
- 1.10 Become the established health promotion contact point for Community Pharmacy.
- 1.11 Attend relevant meetings as requested by Consultant of Public Health on behalf of the Director of Public Health at Harrow Council.

2.0 Team Building

- 2.1 Support for link workers in Primary Care Networks and in the VCS. An advisory role as opposed to direct management.
- 2.2 Connecting and coordinating the work of the SPLWs based in Harrow based with PCNs/ third sector partners.
- 2.3 Establish a network of shared intelligence involving link workers, care navigators, and community pharmacy, working from a central location.

3.0 Marketing and Promotion

- 3.1 Undertake quality proactive and reactive media work, including leading on Facebook, Twitter, and YouTube, working with all members of the organisation (to maximise usage and content).
- 3.2 Support the Social Prescribing service by facilitating VCS input into a database of community services and activities.
- 3.3 Help to identify and agree a training and personal development programme.

4.0 General

- 4.1 Represent Age UK HHB on appropriate external committees, networks and other bodies, with other voluntary, statutory and private sector agencies.
- 4.2 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 4.3 To attend staff meetings and away days, training and other events.
- 4.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 4.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way, as required by Age UK HHB. Some meetings and other events may be held out of normal office hours and could involve travel away from the local area.

- 4.6 To ensure all activities are carried out in harmony with Harrow Community Actions vision and within the spirit of its equal opportunities policy and to abide by Age UK HHB policies on Safeguarding, Equality & Diversity, Health & Safety and Confidentiality.

5.0 Standards

- 5.1 The post holder will be expected to adhere to all Age UK HHB's policies and procedures in all aspects of their work.
- 5.2 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Experience	
Essential Criteria	Desirable Criteria
Experience of working with community and 3rd sector organisations to deliver services	Experience in working with community groups to develop joint projects
Strong experience of staff management and supervision experience	Experience of managing 'virtual' teams
Managing change and the introduction of new business processes	Experience of applying an outcomes evaluation framework
Delivering motivational support to clients with changing lifestyles	Experience of delivering social prescribing services
Managing and dealing with safeguarding issues	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Clear understanding of the statutory, voluntary and community sectors.	
Knowledge of community development issues and principals	
Good understanding of the needs and concerns of people who are isolated, frail or living with long term conditions	Knowledge of issues affecting Harrow's diverse population
Good understanding of current developments in health and social care policy	Knowledge of Social Prescribing
Excellent team building skills	Coaching and mentoring
Excellent written and verbal presentation skills	
A high level of IT confidence and literacy, able to use a range of ICT systems, databases and technologies	Familiarity with CRS systems and online shared working tools e.g. Sharepoint
Strong knowledge of GDPR legislation and application in the workplace	Knowledge of NHS IG Framework
Excellent partnership working skills across statutory and voluntary sectors	
Good grasp of data and ability to produce and analyse and interpret performance management data	

Personal Attributes	
Essential Criteria	Desirable Criteria
Committed to working for the partnership aims and ethos of the Harrow Community Action consortium and to support the mission of Age UK Hillingdon, Harrow and Brent	
Self-motivating with a commitment to team working	

A commitment to equality of opportunity and implementing this in your approach at work	
Analytical and methodical approach to problem solving	
The ability to work in a changing environment and respond flexibly to changing needs and demand	