

Job Description & Person Specification

Job Title	Health and Social Prescribing Manager
Hours	Full Time
Contract	Permanent
Salary	£35,000 - £38,000 per annum pro rata + up to 3% matched pension contribution

Age UK Kensington & Chelsea Values

We promote the well-being of older people through:

- Providing services which support independence
- Learning from this experience to inform our understanding of older people's needs
- Ensuring the voices of older people in Kensington and Chelsea are heard
- Working in close collaboration with other organisations to achieve these aims

Job Role and purpose

- The Health and Social Prescribing Manager spans the management and leadership of My Care My Way (MCMW) and Social Prescribing Link Workers (SPLW) which contribute to supporting the community to stay well and stay independent. This role will work across both Age UK Kensington & Chelsea and our Trading Arm, Age United. The role sits within our Management Team reporting directly to the Director of Services.
- My Care My Way: you will provide overall day to day management of the Health and Social Care Assistant (HSCA) teams via direct line management of Senior HSCAs and will have responsibility for ensuring the delivery of a high quality service. You will ensure that goals in supporting older people are achieved through effective management practices and will motivate and support staff to build effective relationships within the GP practices in which they are located.
- Social Prescribing Link Workers: you will provide overall day to day management of the Social Prescribing Link Worker (SPLW) team and will have responsibility for ensuring the delivery of a high quality service which supports the wider community. This is a new service and you will be responsible for fully recruiting the team and ensuring that the service is appropriately embedded across the five Primary Care

networks. We also have a SPLW embedded within the dedicated NHS Grenfell team. You will ensure that goals are achieved through effective management practices and will motivate and support staff to build effective relationships within the GP practices in which they are located.

- Depending on the skills and experiences of the appointed candidate, this post may take on additional duties and responsibilities within Age UK Kensington & Chelsea.

Key tasks

1. Service Development

In respect of MCMW and SPLW services:-

- To contribute to the strategic planning and operational running of the MCMW programme and SPLW programme, working alongside the Director of Services.
- 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.
- 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 Kensington & Chelsea and Age United services in primary care and other service initiatives aimed at enabling older people to stay well and to retain their independence.

2. 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 manage staff across the 2 teams, ensuring that supervision and appraisals are in line with organisational policy to ensure adherence to agreed service standards and objectives.
- To support the developing management arrangements of the workforce, escalating care and support delivery issues and risks as appropriate.
- To identify and oversee the planning and implementation of appropriate staff training including induction and in-service training, alongside coordinating the development of basic clinical skills training and other holistic development needs (for the HSCA workforce).
- To oversee and support the deployment of HSCAs into GP practices.
- To oversee and support the deployment of SPLWs into PCNs.
- 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 Case Managers on staffing issues associated with the employment of HCSA's.
- 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 SPLW's.
- To proactively encourage Senior HSCAs to lead on work-streams within the services.

3. Service Delivery and Quality Assurance

- To support the implementation and operational delivery of care and support across the teams to ensure these planning processes are developed and implemented effectively
- To oversee monitoring and evaluation of the MCMW and SPLW services, to ensure that service targets and contractual obligations are met.
- To work with teams to embed a more holistic approach to care for older and vulnerable people, including raising the profile of voluntary and community services available to support this.
- To contribute to the development of key performance indicators for MCMW, SPLW and Age UK K&C services.
- Implementing strategic vision and streamlining across MCMW teams and SPLW PCNs.
- Promoting SPLW and MCMW services with GPs, partners and clients.
- To support the Director or Services in maintaining constructive and strategic relationships with a broad range of internal and external stakeholders.
- To participate in relevant internal and external networks and meetings, representing the MCMW and SPLW programmes and the work of Age UK K&C/Age United
- To support the involvement of service users and carers in the monitoring and evaluation of the service.
- To participate fully in audits and inspections by accredited/regulatory bodies and take the lead on implementation of quality systems where appropriate.
- In collaboration with the MCMW and SPLW and the Age UK K&C Leadership Team, ensure that regular service reviews and spot checks are scheduled and carried out to ensure high quality, efficient and effective service delivery and, where areas for improvement have been identified, recommend and ensure the implementation of the changes necessary to ensure high standards of service.

- Provide advice, guidance, coaching and mentoring to team members to enable the delivery of best practise customer service in accordance with the organisation's quality standards and requirements.

4. Financial Management

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

5. Contribute to the general running and ethos of Age UK Kensington & Chelsea and Age United

- Provide support and resources and contribute to the organisation, management and administration of community engagement events.
- Participate with other staff in ensuring the involvement of users in the planning and development of services as appropriate.
- Ensure service users are referred to and access other Age UK Kensington & Chelsea services as needed.
- Represent the organisation at external meetings as required.
- Keep up-to-date with information and issues relevant to older people and service delivery through networking, reading and attending training events.
- Abide by Age UK Kensington & Chelsea's and Age United's equal opportunities policies and procedures.
- Undertake any other duties within your skills confidence that may from time to time be reasonably required.
- Abide by Age UK Kensington & Chelsea's and Age United's employee handbook.

Person Specification

Essential

1. Educated to degree level in a public health, social care or health 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 health, 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 health 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. Ability to be self-servicing with 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

- Post graduate degree in Management Studies or equivalent.
- Knowledge and experience of employment legislation process and practise.
- Understanding of working within a commissioning framework.
- Knowledge of the RBKC Health and Social Care landscape.