



## JOB DESCRIPTION

### Senior Operational Manager Information, Signposting & Advice (ISA) and Social Prescribing services

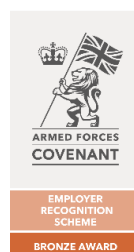
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|------------------------|--|-----------------------|-------------------------------------|
| <b>Post Title:</b>     | Senior Operational Manager                                     | <b>Salary:</b>        | £24,348 – £30,029 per annum         |
| <b>Department:</b>     | Information, Signposting & Advice (ISA) and Wellbeing services | <b>Pay Scale:</b>     | AUNN Band H (£30,029 per annum FTE) |
| <b>Responsible to:</b> | Senior Strategic Director - services                           | <b>Hours of Work:</b> | 30 – 37 hours                       |
| <b>Based:</b>          | Home based   | <b>Tenure:</b>        | Permanent                           |
|                        |  | <b>Date of issue:</b> | November 2022                       |

### PURPOSE OF THE DEPARTMENT/SERVICE

The charity's mission is to “enhance the quality of life and promote the health & wellbeing of all older people in Nottingham & Nottinghamshire”, and the following services are part of a wide portfolio provided by the charity to support this goal.

**Social Prescribing** – empowers people to take control of their health and wellbeing through referral to ‘link workers’ who give time to focus on ‘what matters to me’ and take a holistic approach to an individual’s health and wellbeing, connecting people to our internal services, community groups and statutory services for practical and emotional support. Social Prescribing Link Workers work as a key part of the Primary Care Network (PCN) multidisciplinary team.

Social Prescribing helps PCNs to strengthen community and personal resilience and reduces health and wellbeing inequalities by addressing the wider determinants of health, such as debt, poor housing, and physical inactivity, by increasing people’s active involvement with their local communities. It is particularly successful for people with long term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing. The service supports a range of individuals at different stages of life, from the age of 18 and upwards, covering GP surgeries based in Nottingham North & East within the



South Notts Integrated Care Partnership (ICP) locality, as well as in the Emergency Department of Queen's Medical Centre, Nottingham.

**Information, Signposting & Advice (ISA)** – aims to empower individuals and support their health and wellbeing through the provision of accurate and up-to-date information, signposting, and advice as well as through income maximisation.

The service provides a first point of contact to members of the public by triaging enquiries, providing information, and signposting or referring onwards to both external organisations and other Age UK Nottingham & Nottinghamshire (Age UK Notts) services.

It also provides general and specialist advice services meeting the Age UK Brand Partnership requirements and tailored to meeting the needs of our local population. The area of specialist advice provided relates primarily to welfare benefits.

With a small team of paid staff, the service works extensively with volunteers to provide services including office appointments, telephone sessions and home visits.

### **PURPOSE OF THE POST**

The key purpose of this role is to be responsible for the operational effectiveness of the Social Prescribing service and Information, Signposting and Advice service. Identifying the synergy between each service and adding innovation, value and increasing funding opportunities.

You will:

- ensure that high quality, appropriate, and relevant services are delivered. This involves line management of two Senior Coordinators and Operational Manager (Social Prescribing and ISA).
- be responsible for the monitoring and reporting the key performance indicators to the Senior Strategic Director – services or direct to the commissioners of any of these services as specified.
- support the Senior Strategic Director to network with key decision makers and commissioners of the services as needed to ensure that we are seen as the provider of choice when services are tendered or when there is potential for new services or short-term projects.
- also link in with the Senior Operational Managers (SOM) for Wellbeing Services and Advocacy and Community services, providing management cover when required and to liaise in connection with allied services.
- Contribute to the efficacy of Quality System processes in combination with the Senior Strategic Director and ISA team.
- contribute to the overall management of the charity.

### **KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate an acceptable level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude, and behaviours in your work role.

### **Communication and Customer Service (C&C)**

1. To effectively lead and manage the staff team ensuring adequate supervision of members of staff, adequate training provision and effective individual and team performance.
2. To ensure your line manager is kept informed of any significant developments or issues within the team.
3. Schedule and lead team meetings that provide support and advice to your team concerning any aspects of their role or the charity's position, procedure, or policies.
4. Publicise and promote the charity and our services positively and professionally, including giving talks and presentations as required.
5. Forge and maintain positive relations with all existing and new partnering agencies, and through these partnerships proactively support the maximisation of funding opportunities.
6. To maintain positive working relationships and foster partnership working with internal services and external organisations as appropriate.

### **Planning and Organisation (P&O)**

1. Ensure that each service operates in line with the service level agreement and the service specifications issued by the commissioners.
2. Ensure systems for the allocation of referrals are in place for the services in a timely manner, and that all referrals are allocated appropriately.
3. To organise, plan the content and chair team meetings (SOM's and OM's) as well as joint meetings with the Senior leadership team that are informative and supportive to the team, or provide support to your line manager in such meetings, as required.
4. To attend and contribute to all appropriate meetings with outside bodies relating to services within your remit and as directed by your line manager.
5. To self-manage workload and working times in accordance with the needs of the charity, the services and the staff team.
6. To manage your diary using Outlook Calendar

### **Recording & Monitoring (R&M)**

1. To establish/manage and regularly review appropriate and effective systems and procedures for measuring performance against the set targets.
2. To ensure that all teams are accurately & fully recording all relevant information in charity log including the extension database and service spreadsheets in a timely manner.
3. Produce accurate reports and management information for submission to external commissioners for monitoring and evaluation purposes, meeting specified deadlines.
4. Ensure the internal quarterly management update form is completed.
5. Effectively monitor services to ensure all key performance indicators are met.

### Quality (Q)

1. Monitor the work and capacity of the team to ensure a high-quality service is offered to people at all times.
2. To be responsible for monitoring quality within the team and the service using agreed quality frameworks.
3. To ensure your line manager is kept informed of any significant developments or issues which may impact service delivery.
4. In conjunction with your staff team and line manager deal with any complaints in an effective and timely way, ensuring that the Age UK Notts complaints policy is adhered to.
5. To follow the charity's policies and procedures, and to contribute to the review of existing policies and procedures and the development of new procedures as required.

### Charity Focus (CF)

1. To have a good understanding of the services provided by the charity.
2. To ensure service delivery plans link into the overall business plan and strategy of the charity.
3. To positively network with relevant professionals and local agencies to promote the charity and its services professionally where opportunity arises, to ensure the service prospers, and to explore new service and funding opportunities.

### Team Work (TW)

1. To have a positive and flexible attitude to your work.
2. To support colleagues to successfully plan and deliver services and foster a culture of supportive teamwork.
3. Ensure that appropriate administration systems and equipment are available, and your staff have access to the information they require to complete their roles.
4. To support staff through a combination of ongoing face to face conversations, telephone support, individual meetings and regular group meetings ensuring that they understand the overall strategy of the service and the part they play in the service delivery plan.
5. To contribute to the recruitment, management and training of staff and volunteers.
6. To give support and assistance to your team helping them to resolve problems efficiently and in good time.

### Specialist Knowledge (SK)

1. Keep up to date with developments in health and social care, Welfare benefits and other appropriate information, attend relevant courses, seminars and conferences following agreement by your line manager
2. To contribute to the leadership and management of the charity through the Operational and Senior Operational Managers (wider management team) Meetings.

3. To have a thorough understanding of the services provided by the charity and explore opportunities to collaborate to provide best value.
4. To support staff to respond to and refer allegations of abuse (safeguarding) to the appropriate agency in line with the Charity's Safeguarding procedures.
5. To attend any necessary training to stay up to date with any changes that may affect the services you manage.

### **Leadership (L)**

1. To effectively lead, motivate and manage your teams ensuring adequate supervision of members of staff, adequate training provision and effective individual and team performance.
2. To ensure your line manager is kept informed of any significant developments or issues that impact the charity and/or the delivery of our services.
3. To contribute to the recruitment, management and training of staff and volunteers.
4. To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR department.
5. Provide management support to other services in the absence of the Senior Operational Managers and work to provide value by integrating with allied services.

## Charity Responsibilities - Standard Clauses

*Please note that all posts within the charity carry this level of expectation*

### Your Needs

- You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

### Equality, Diversity & Inclusion

- You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on the Oracle - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

### Health and Safety

- You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
- You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

### Safeguarding

- You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

### Customer Care

- You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

### Professional Integrity

- You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

### Quality Assurance

- You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

### Other

- Participate in, and promote fundraising & income generation (CF, C&C).
- Promote all Age UK Notts services and trading products (CF).
- You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
- You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
- You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

**Name of Employee:**

**Signature of Employee:**

**Date:**

**Name of Supervisor:**

**Signature of Supervisor:**

**Date:**





## **JOB DESCRIPTION**

### **Senior Operational Manager Information, Signposting & Advice (ISA) and Wellbeing services**

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

#### **Essential Requirements**

- 1.** Excellent inter-personal skills with a friendly and sensitive approach to people and the ability to relate to colleagues, volunteers, and partner organisations. (C&C)
- 2.** An understanding of the needs and concerns of people at risk of reducing or losing their independence in the community, and to have an awareness of the issues and practical difficulties they face, to assist them in resolving problems. (SK, C&C)
- 3.** An understanding of the needs and the issues faced by carers (SK, C&C)
- 4.** Experience of working with, and an understanding of the roles and responsibilities of key organisations within health, social care, and the community & voluntary sector. Including experience of working within multi-disciplinary teams across health & social care services (SK)
- 5.** Experience of managing field and home-based team of staff delivering face to face and telephone-based services. (L/Q/TW)
- 6.** The ability to prioritise and organise the work of self and others, and to meet deadlines. (P&O)
- 7.** Ability to manage staff using appropriate techniques and the ability to motivate a team and the individuals within that team to deliver a high-quality service. (L/C&C/SK/Q)
- 8.** The ability to collate and interpret data and make the necessary verbal, written and numerical reports. (R&M)
- 9.** Excellent IT skills with proven ability to work with databases and Microsoft Office packages. (SK)
- 10.** A positive outlook and ability to promote a service with enthusiasm and professionalism. (C&C/Q /CF)
- 11.** To hold a full driving licence and access to a car\* to drive to meetings to support field-based team members, and to attend appropriate meetings across Nottingham City & County as required. (P&O/Q/CF)
- 12.** Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy. (C&C, Q, TW, CF)



### Desirable Requirements

1. Previous experience of working within the charitable sector. (SK/CF)
2. An understanding of the challenges faced by people with dementia or mental health concerns. (SK/CF/C&C)
3. Previous experience of call centres / help lines. (SK/Q/CF/L)
4. Understanding of quality system auditing. (SK/Q/L)

*\*Age UK Notts is committed to making reasonable adjustments, so whilst this job requires the jobholder to drive, your application will still be considered if you are unable to drive due to a disability*



## Summary of Main Conditions of Service

### Senior Operational Manager Information, Signposting & Advice (ISA) and Wellbeing services

**Salary:** £30,029 per annum (pro rata) (AUNN Band H, £30,029 p/a FTE)

**Hours of Work:** 30 – 37 hrs hours per week

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (which is unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage Allowance:** Currently 45p per mile.

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service, with an employee minimum contribution of 4% (in line with auto-enrolment rules). However, employees may contribute more than the minimum required employee contribution.

**Place of Work:** Home Based

### Timetable for Appointment

**Post Advertised:** Thursday 3<sup>rd</sup> November 2022

**Closing Date:** Monday 21<sup>st</sup> November 2022 at 9am

**Short-listing:** Tuesday 22<sup>nd</sup> November 2022

**Interviews:** Wednesday 23<sup>rd</sup> November 2022

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.