

Job Description

Job title: Programme Lead Health Walks

Location: Ipswich

(Travel within Suffolk will be required)

Hours: 37.5 hours (Flexible hours incl evenings and weekends)

Salary: £25,000 pa plus 1% pension contribution rising to 3% by April 2019

Purpose of job: To deliver the KPIs of the relevant service, and support the overall delivery of the OneLife KPIs. To co-ordinate the organisation and delivery of the relevant service. To lead and manage the team and provide feedback on the service, delivery and curriculum. To promote the service and create referrals, creating links with a range of partners including voluntary organisations and community groups.

Reporting To: Adult Services Managers

Key Relationships: Managers/Delivery staff/Psychology Lead/Dietetics Lead/Client Services Team

Background information:

MoreLife deliver integrated healthy lifestyle services as part of OneLife in Suffolk, alongside Quit 51 for Smoking Cessation and Tobacco Harm Reduction.

The offer includes the following:

- An engagement team which will be central to supporting the whole of the OneLife Suffolk offer;
- Adult & child weight management services,
- Physical activity for people with Long Term Conditions and Health Walks
- Smoking cessation interventions and campaigns delivered by Quit 51
- NHS Health Checks (Outreach)
- Training & Awareness Raising including MECC
- Public Health Campaigns and Events

Purpose of job:

To work with the Adult Services Manager and overall OneLife and MoreLife management teams to:

1. deliver the KPIs of the relevant service, and support the overall delivery of the OneLife KPIs.
2. co-ordinate the organisation and delivery of the relevant service, including staff allocation, venues, resources etc.

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3. lead and manage the team and provide feedback on the service, delivery and curriculum, as well as to line managed staff. Supporting an effective HR strategy: recruitment, training, induction, CPD, performance management, 1:1s, following all policies and procedures.
4. Effectively govern the service – clinically and operationally (IG, safeguarding, risk, health and safety etc).
5. promote the service and create referrals, creating links with a range of partners including voluntary organisations and community groups.
6. provide delivery assistance, if required.
7. Liaise closely with the clinical lead.

The programme lead will ensure the service area is delivered according to the terms of the contract across Suffolk and will achieve the KPIs within the defined budget.

Performance Management:

- Regularly monitor and evaluate the success and quality of the programmes via KPIs and provide feedback to ensure continuous improvement in terms of outcomes.
- Adhere to local and national safeguarding procedures.
- Ensure all recording systems and data collection/reporting are up-to-date and provide reports, interpreting and analysing the information in a clear and concise manner.
- Generate any reports required.
- Promote the service to Stakeholder, clients and health professionals in a range of different ways. Events, drop-ins, telephone calls.
- As and when required, support the administration process of engaging clients onto programmes. For example answering calls, sending out communication, telephoning clients.
- Develop and deliver the quality framework.

Manage the team

- Ensure the highest standards of programme delivery through effective team management, monitoring of outcomes and quality improvement processes.
- Ensure the right people are assigned the responsibilities to deliver the contract.
- Liaise directly with the Clinical Leads to ensure the effective delivery of the programme.

Marketing and Stakeholder engagement

- Ensure regular engagement with key partners who will be regularly involved and contribute to the on-going success of the service. Develop partnerships and regular communication

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with potential referrer's e.g. primary and secondary care, patient groups, commercial slimming organisations, Tier 1 and Tier 3 services, community groups and leisure services.

- Liaise with the central team to ensure the appropriate marketing tactics are executed at a local level to increase numbers of people referred to the programme.
- Liaise with the central team to contribute to enhancements in the website including content for the members' site and the management information required.
- Contribute to the content of the blog and social media channels.

Business Development

- Identify potential business development opportunities.
- Contribute to the development of bids/proposals as required.

Governance

To be accountable for Quality & Governance Framework, Health & Safety, Safeguarding, IG and Risk across the service area.

To maintain a positive attitude to Quality, Health and Safety, Safeguarding, IG and Risk in carrying out personal responsibilities and to ensure staff compliance with Health and Safety policy/local rules/Codes of practise relating to Quality Improvement, Clinical Governance, Health and Safety, Safeguarding, IG and Risk.

Equal Opportunities

Post holders must at all times carry out their job responsibilities with due regard to the MoreLife's Equal Opportunity policy.

Resources for which Job Holder is accountable:

Budget

- Awareness of the need to ensure operational costs are managed in line with budget. Liaising with the Finance Director with regard to expenditure.
- To actively identify efficiencies and reduction of costs through better people, productivity, safety and process improvement which produces a positive customer experience.

People

- To effectively manage and motivate OneLife team members.

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- To ensure effective management of OneLife HR processes and recruitment for reporting roles.
- To support OneLife internal and external communications strategy
- To ensure effective management of OneLife contracts including dialogue and relationships with commissioners.
- To identify and support the training and development of team members in order to meet the changing needs of the business.

Employee specification

1. Educated to degree level with a relevant post graduate qualification or equivalent experience.
2. At least one years relevant operational and line management experience.
3. Experience in management of health and well-being programmes to a range of business to business and business to consumer activities.
4. Experience of the provision of public sector services (i.e. National (DH, DfE, PHE, NHS England) Local (Local Authorities, CCG's) Charities and other public sector agencies).
5. Experience in planning, implementation, monitoring and review, maintenance of records for programme delivery and continued programme development.
6. Experience of working in partnership with a range of organisations particularly those in the public sector.
7. Evidence of ability to innovate in operations management to improve effectiveness and efficiency.
8. Experience in at least three of the following and a knowledge of the remainder: provision of public services, health promotion, behaviour modification programmes, quality control, stakeholder engagement activities, research and evaluation, and project management.
9. Excellent interpersonal and communication skills with particular emphasis on report writing and presentation skills.
10. Excellent Information Technology skills with the ability to rapidly acquire new skills.
11. Ability to use own initiative and work flexibly as part of a team to tight deadlines. In addition, an adaptable and flexible approach to work, including the ability to work evenings and weekends when required.
12. Ability to present a professional image with internal and external stakeholders.

Fitness to Practice:

Practitioners have a responsibility to monitor and maintain their fitness to practice at a level that enables them to provide an effective service. If their effectiveness becomes impaired for any reason, including health or personal circumstances, they should seek the advice of their supervisor, experienced colleagues or line manager and, if necessary, withdraw from practice

Health and safety:

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To maintain a positive attitude to health and safety in carrying out the duties of the post with special emphasis on the environment and safety of the individuals in your care.

There is a no smoking and drinking of alcohol policy in force for the duration of the program.

Equal Opportunities:

Post holders must at all times carry out their responsibilities with due regard to the Company's equal opportunities policy.

The postholder will also need to be aware of and committed to the vision, policies and practices of the organisation by which they are employed.