



Personalised Care Service Manager

Job Description

Salary:	£30,000 per annum
Hours:	37.5 hours per week
Accountable to:	Chief Executive, Wolseley Community and Economic Development Trust
Staff responsibility:	Social Prescribing Link Workers (SPLWs), Health and Wellbeing Coaches, Support staff
Employed by:	Wolseley Community and Economic Development Trust
Based:	Wolseley Trust offices

Main purpose of the role

The post holder will:

- Work in collaboration with the Clinical Leads in each Primary Care Network (PCN) to deliver a coordinated and high-quality Social Prescribing and Personalised Care service – supporting residents to better self-manage and engage with the extensive range of support in the community
- Lead, develop, supervise and support the team of SPLWs and Personalised Care staff that deliver a range of wellbeing and social prescription services within 6 City wide PCNs
- Support the development of Social Prescribing and Personalised Care approaches across the City and represent and promote the service to stakeholders to stimulate appropriate referrals in line with agreed standard operating procedures and key performance indicators
- Monitor and evaluate the effectiveness of the service against agreed targets
- To support the Trust's Finance Manager with the financial management of the service, including budgeting, monitoring and financial procedures.
- Establish working relationships with organisations that support social prescribing and health and wellbeing activities to develop and maintain strong working partnerships.
- Ensure best practice is reflected on and implemented; promoting a culture based on the principles of person-centered care and support, ensuring dignity, choice, respect, independence and rights are upheld at all times

Main duties

Management of staff:

- Provide line management support and supervision to the SPLWs and Personalised Care staff through monthly meetings, ensuring accurate and up-to-date records of these meetings
- Set and agree standards of performance across the team ensuring staff and volunteers are supported in achieving these through regular supervision, training and annual appraisals
- Ensure that the team are supported to work from environments and sites that are appropriate to the needs of the service and are compliant with relevant policy and regulation, in particular good practice in lone working and health and safety
- To support the CEO with the recruitment of new staff and volunteers.
- Support the induction and development of staff ensuring that they always feel supported and that there are effective communications, development opportunities and access to a range of training opportunities
- To oversee the support of students undertaking placements (medical, dental, social work and community work)
- Ensure and provide appropriate lines of communication with/between staff, staff teams and senior management structures both within the Trust and PCNs
- Work with the CEO and PCNs leads to regularly review staff and volunteer needs and to plan for expansion of the service as appropriate

Service Delivery:

- Manage and oversee the operational development and performance of the service in line with service specifications, contractual requirements and organisational policies and procedures
- Work with the Clinical Directors, health care professionals and patients in each PCN to develop local strategies to tackle inequality through the service.
- To represent, promote and report on the service (and Social Prescribing) to all main stakeholders at a range of senior level meetings and maintain effective relationships with key stakeholders
- To contribute to the creation, implementation and adherence of robust policies and procedures; ensuring compliance across the service; and review as necessary
- To assist with the preparation and dissemination of information and promotional material to represent and maximise awareness of the service
- Work with the Clinical Lead(s) within the assigned PCNs to develop the SPLW service in a way that responds to PCN needs and those of the local population
- To engage in regional and national forums and networks about the development of personalised care services and interventions
- Work with the CEO, PCN Leads and partner agencies to develop and implement effective Information governance, ICT equipment and management processes that are appropriate to the needs of the service(s)

Record keeping, Monitoring and Evaluation:

- To develop and maintain effective systems to keep accurate records relating to the delivery, performance and quality of the service, and produce and submit service reports in the agreed format and in accordance with agreed timetables
- Monitor and evaluate the effectiveness of the service against agreed targets and provide reports accordingly; attending meetings as required
- To help maintain accurate and up to date records of activity in compliance with Information Governance protocols and identified priorities such as Safeguarding and quality assurance

Learning and development:

- To be pro-active in recognising, and taking responsibility for, professional learning and development
- To participate in learning and development opportunities as required, following assessment of personal and professional development needs
- To participate fully in regular 1:1 supervision sessions and in an annual performance appraisals

Service user engagement:

- To participate in activities that ensure that service users and stakeholders are engaged as fully as possible in the design, delivery, and evaluation of the service
- To assist in eliciting, and keeping records of, the views of participants and stakeholders regarding the effectiveness and quality of the support they have received from the service

External stakeholders, partners and communications

- Develop and maintain effective relationships and communication with health professionals, stakeholders and local partners
- Support team members to develop and maintain effective working relationships with key Plymouth community-based providers to ensure effective onward referrals
- To support the work of the Trust by presenting to external professionals, attending events and supporting knowledge sharing.

General:

- 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
 - Engage with the Trusts research and evaluation work
 - Ensure compliance with all relevant policies and procedures in relation to health and safety, equal opportunities, safeguarding, lone working, customer service, data protection and confidentiality
-