

Social Prescribing Manager Application Pack



Dear Applicant,

Thank you for expressing an interest in the role of Social Prescribing Manager in Haringey. This is an exciting new opportunity, supporting our eight Social Prescribers, and I hope you will find the details in this application pack both interesting and useful in making your application. I do suggest you have a look at our websites, details below, which will give you a better understanding of Public Voice and the scope of our current activities.

Please send us a CV and a separate Personal Statement of no more than two sides of A4 explaining how you meet the person specification for the role, see below. We will be evaluating all applications against the Person Specification. Applications must also include a completed Monitoring Form.

Applications should be sent to info@publicvoice.london by 12 noon on 10th July 2020 and should include the names and contact details of two referees.

Postal applications can be sent to:
Public Voice
Tottenham Town Hall
Town Hall Approach Road
London
N15 4RX

If you require the recruitment pack in an alternative format, please call 020 3196 1900.

I look forward to hearing from you



Mike Wilson

Director

PUBLIC VOICE – WHO ARE WE?

Public Voice is a Community Interest Company (CIC) which started trading in April 2015 and has a mission to improve services through user engagement. Our main long-term contracts in Haringey include delivering the statutory Healthwatch programme and the Information, Advice and Guidance service, as a member of the Haringey Advice Partnership. Since May 2019 we are the lead partner delivering a comprehensive programme to residents over 50 in Haringey, see www.reachandconnect.net. We also undertake public health related research projects and support an 'Expert by Experience' board to engage with the North Central London STP Mental Health workstream. Find out more about us on our other two websites www.publicvoice.london and www.healthwatchharingey.org.uk

THE ROLE

Social Prescribing Manager

Hours of work: 37.5

Annual Leave: 25 days (plus bank holidays)

Salary: £30,000 (+3%pension contribution)

Period: 12 months, with possibility of extension.

Based: London Borough of Haringey

Purpose of the job

To support the Social Prescribers / Link Workers (SPLWs) based in the Haringey Primary Care Networks (PCNs) and liaise with the PCN Clinical Directors to ensure the service meets their needs. To work with the Reach and Connect Programme Manager and Volunteer Co-ordinator to develop and facilitate a training plan for our large team of volunteers who provide support for our portfolio of projects and to manage the volunteer database on our CRM system. Be an active member of the Public Voice management team and actively contribute to the development of new business.

Role description

Social Prescribing

- To organise regular supervision and appraisal sessions with the SPLWs.
- Organise and Chair regular SPLW team meetings at least once/month.
- Ensure the SPLWs have the information they need to make appropriate referrals into other services and voluntary / community sector activities.
- Develop a training and development plan for individual SPLWs and induction training for new SPLWs.

- Develop an evaluation framework to measure the impacts of the SPLW role, in line with NHSE guidance.
- To build an evidence base and legacy using case studies to illustrate positive impacts on individuals.
- Represent Haringey SPLWs at NCL and regional meetings to discuss Social Prescribing and contribute to the development of the service regionally and nationally.

Haringey Reach and Connect Friendship projects

- Work with the Reach and Connect Programme Manager to develop and maintain the Telephone Friendship service.
- Develop and manage the face to face volunteer befriending service.

Volunteering

- Work with the Reach and Connect Programme Manager to develop an induction and training programme for Public Voice volunteers, reflecting the different volunteer roles.
- Manage the Public Voice Volunteer Co-ordinator as required to develop the volunteer service.

CRM/GDPR

- Contribute to maintaining and developing the volunteer module on the CRM database and produce activity and performance reports as required.
- Utilise reports to maintain data integrity and cleanse data on a regular basis.
- Work with other members of the Public Voice team to maintain the CRM signposting directory.
- Ensure that SPLW staff and volunteers are familiar with the relevant data protection Regulations and Procedures in dealing with personal, sensitive, confidential information.

Board / Management Team

- Produce regular activity performance reports for management and the Board as required.
- As a member of the Public Voice management team contribute to the management of the organisation.
- Attend Public Voice board meetings and other external meetings as required.
- Play an active role in identifying opportunities and bidding for new business.

Person Specification

Essential:

- Background in health / social care or similar.
- Good knowledge and experience of Social Prescribing.
- At least two years management experience in similar service.
- Experience of working in an urban multi-cultural area.
- Ability to liaise with GPs and Clinical Directors and be a champion for the service.
- Excellent communication skills, able to negotiate, build relationships, and inspire others.
- Experience of working with and managing volunteers.
- Good IT skills and experience of using a database or CRM system.
- The ability to effectively communicate with a wide range of stakeholders, including good social interaction and listening skills.
- Driven, target focused and highly motivated.
- Outgoing, energetic and passionate about improving the health and wellbeing of others.
- Good knowledge of information governance and ability to maintain confidentiality at all times, within any statutory guidance on safeguarding.
- Able to work autonomously and be a self-starter.
- Effective team player who contributes to the success of others.

Desirable

- Understanding the developing role of Primary Care.
- Fluent in a second language.
- Experience of developing / managing befriending schemes.
- Successful bid writing experience.