
Recruitment information

Job description and person specification

Your title	Community, Health and Wellbeing Manager
DBS check	A basic DBS check will be required for this position.
Post number	New
Your team	Community, Health and Wellbeing
You would be based	Esher Civic Centre with the need for travel within the borough as part of day to day work
Your line manager	Head of Community, Health and Wellbeing



Elmbridge
Borough Council

About the role

We are looking for a strong, inspirational leader and manager. You will take the lead in embedding Elmbridge's 'Connected Communities' approach in our support of communities, health and wellbeing. You will be responsible for setting the vision within your team ensuring the principles of enablement and focusing on what is strong not on what is wrong are experienced operationally by staff and residents.

As one of two managers of this new team, you will be responsible for supervision and line management of the Local Area Coordinators. You will ensure they fulfil their remit as active members of their communities and provide delivery support co-ordinating and enabling local-led delivery as part of the 'Connected Communities' approach. You will also be responsible for the line management of a Project Officer and the Weybridge Hub Manager.

You will work closely with your team of Local Area Coordinators and community delivery partners (i.e. community hub leads) to ensure a 'one system' approach across the Council, health and all partners. In particular, you will advocate for reaching and supporting those identified as under-represented in Elmbridge's previous community offer and champion the role and value of our local voluntary, community and faith sector.

This role would suit someone who is looking to shape 'the bigger picture' whilst ensuring this is linked to operational delivery and resident's realities.

The main purpose of the role:

Elmbridge's Connected Communities approach and this role aim to:

- Facilitate our active communities to support their family, friends, colleagues and neighbours now and in the future
- Help people contribute to supporting the local effort, e.g. volunteering, supporting local business
- Use all resources creatively, moving beyond organisational boundaries to operate as one team
- Offer the right support to those who are high risk, might be at risk and are low risk
- Use our data to identify and target where our support is needed to deliver the most impact

The Community, Health and Wellbeing Managers are crucial in aligning operational delivery and strategic thinking of this 'Connected Communities' approach.

Specific duties and responsibilities

Individual Support and Coordination:

- Case management for Local Area Coordinators ensuring that support is being provided in line with identified principles and best practice.
- Line management, support and guidance of Local Area Coordinators and wider team focusing on a 'what is strong not on what is wrong approach', incorporating a coaching model.
- Work closely with social care colleagues, primary care services, and local organisations to ensure people are drawing on services which are complementary to their goals and vision of a good life.

Supporting Capacity Building in the Local Area:

- Work closely with local centres and wider organisations to ensure services are joined up and working in partnership to achieve the Council's strategic vision.
- Lead on a 'system-based approach' across organisations and sectors.
- Advocate for an attitude of continual improvement.
- Be aware and seek out external funding opportunities to support the strategic vision of the Council and local delivery.
- Participate in local neighbourhood management boards.

Administration and Information Management:

- Keep accurate records of support and casework management
- Abide by working procedures including duty and lone working policies.
- Develop data-led reports and action plans to drive improvement across systems and the local area.
- Be responsible for financial management processes and procedures including setting budgets, monitoring and management of a procurement card.

Work with others

- Liaise, communicate, and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.
- Amplify areas of good practice and identified areas for improvement whilst working alongside colleagues to identify and deliver strategic priorities.
- Work closely with property and policy colleagues to ensure centres for the community are meeting community needs and identified responsibilities, acting as a support and advocate when improvement is needed.
- Deputise for the Head of Community, Health and Wellbeing as needed.

Professional Development and Supervision:

- Keep learning and growing through training and reflection on the principles that underpin Elmbridge's Connected Communities approach.
- Follow policies and laws to make sure everything is done properly ensuring people receive safe, legal, and dignified support

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Insert title: Community Health and Wellbeing Manager
Team: Community, Health and Wellbeing
Salary: PO41-45; £51,653 - £56,105 FTE

Post no: New
Hours: 36*
Car allowance: C4

*This post is available for flexible working.

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application, Test, Interview
	Fluency in spoken and written English	Essential	Application Interview
	Proficiency in Microsoft Office applications with good IT skills.	Essential	Application Test

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application (A) Test (T) Interview (I)
	Experienced in influencing and supporting positive change at individual, community and organisational levels	Essential	Interview Test
	Experience of leading, motivating and empowering a frontline team	Essential	Interview
	Experience of working in a 'coaching' style	Desirable	Interview

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application, Test, Interview
	Demonstrable commitment to the principles of enablement focusing on 'what is strong, not on what is wrong'	Essential	Interview

	Outstanding listening, communication, and interpersonal skills for building trusting relationships	Essential	Interview Test
	Prioritisation and ability to use initiative and judgment in managing work and ability to work autonomously	Essential	Interview
	Ability to constructively challenge existing processes and practices	Essential	Interview Test
	Knowledge and experience of project management	Desirable	Interview
	Ability to analyse data, produce and deliver effective reports	Essential	Interview Test
	Ability to take tough decisions when necessary	Essential	Interview
	Well-honed influencing and negotiating skills	Essential	Interview

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application, Test, Interview
	There may be requirement for post-holders to work evenings and weekends as required	Essential	Application Interview