

Job Title:	Living Well Services Manager
Reports to:	Charitable Services Director
Hours:	37hrs per week
Salary:	£30,000 per annum
Direct Reports:	Staff and volunteers involved in the provision of Living Well services within Age UK Mid Mersey
Location:	Will involve working at any sites occupied by Age UK Mid Mersey

JOB PURPOSE:

Responsible for the operational day-to-day management of Living Well services, activities and time based projects.

Our Living Well offer provides a holistic range of wrap-around health, wellbeing, care and support services that offer more independence, informed choice and greater control.

The Service Model is holistic and person-centred - staff provide one to one personalised information and advice, activities and support tailored to individual needs.

KEY DUTIES AND RESPONSIBILITIES

1. Supervisory/Management responsibilities

Planning

- Work effectively to develop productive relationships with colleagues, volunteers, partners and the Board of Trustees.
- Build good relationships at operational level with a wide range of stakeholders responsible for the planning and commissioning of health, social care and wellbeing services across Mid Mersey. Work with external agencies and funders who contribute to this work.
- To prepare reports and information and analysis for the Charitable Services Director and CEO and other planning needs as requested.
- To represent the organisation as required.

Management and Operations

- Manage the Living Well Services Team with a high level of customer focus, ensuring service level agreements with partners are implemented and standards achieved.
- Ensure consistency and best practice dissemination from all core navigation/social prescribing services within the charity.
- Provide leadership to direct reports, co-ordinate work and monitor their work loads.
- Provide direction and coaching for direct reports. Undertake Development & Performance Reviews against key performance indicators.
- To embed effective systems and procedures creating a culture of continuous improvement.
- Actively promote the work of Age UK Mid Mersey within the local community, developing and maintaining creative and supportive links with local statutory and non-statutory organisations.

- To support the Charitable Service Director and wider Senior Leadership Team colleagues in preparing and submitting funding bids.
- To ensure that the recruitment, induction, training, supervision management, leadership and development of staff and volunteers is in accordance with the organisation's values and internal policies, and achieves the objectives of the organisation, including the implementation of current employment and equal opportunities legislation and good practice.
- To be responsible for their own professional development and improvement.
- In accordance with the organisations Marketing Strategy, market activities to achieve a high profile, whilst encouraging as many service users as possible to become involved.

2. Communication and Relationships

- **Internal:** Chief Executive, Charitable Services Director, Board of Trustees/Directors, SLT, Staff and Volunteers.
- **External:** Managers in Local Authorities, Health Organisations, Voluntary Organisations, Older People's Forums, Funders/Sponsors and all other customers and stakeholders.

3. Monitoring and Reporting

- To work with Senior Leadership Team members to ensure the maintenance of up-to-date and accurate statistical information relating to all service activities is available and used for the purpose of performance management.
- In collaboration with colleagues ensure the timely completion of monitoring reports for services, the Board and funders.
- Ensure that service risks are reported to the Charitable Services Director.
- Responsible for reviewing statistical information to ensure funders requirements are being responded to appropriately.
- To co-ordinate and participate in the organisation's quality assurance systems, and ensure the evaluation of all services and activities.

4. Organisation-wide Responsibilities

- To promote an outcomes focussed approach within this role and across the organisation.
- To support the work of the Charitable Services Director with organisational work such as quality assurance, volunteer management, fundraising, campaigning and promoting all organisational services outside the organisation.
- To contribute through the Charitable Services Director to the organisations contingency planning.
- To ensure that all relevant Age UK Mid Mersey policies, procedures and legislative requirements are observed.
- To attend and actively participate in Team Meetings and Age UK Mid Mersey's staff team meetings and where appropriate lead and facilitate them.
- To participate in Age UK Mid Mersey promotional fundraising, social events and other activities as requested.
- To work at all times in accordance with the philosophy, ethos, values and principles of the organisation.
- To comply with individual responsibilities in relation to health and safety in accordance with AUK Mid Mersey's Health and Safety Policy and Procedure and to ensure all health and safety requirements are effectively implemented.
- To undertake such other duties in relation to the work and functioning of Age UK Mid Mersey as may be reasonably required from time to time.

5. Evaluation

- Responsible for evaluating services and using information to inform and influence service development and future planning.

6. Knowledge, Skills & Experience

Refer to the person specification.

This post is subject to a disclosure check with the Disclosure and Barring Service at an Enhanced Level.

Additional duties

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

It is the nature of the work that tasks and responsibilities are, in many circumstances, unpredicted and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by their job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility becomes a regular and frequent part of the employee's job, it will be included in their job description after consultation with the employee.

Probationary Periods

All appointments are subject to a six-month probationary period.

PERSON SPECIFICATION **LIVING WELL SERVICES MANAGER**

The ideal candidates must be confident and have hands on experience in a similar position. Excellent communication skills and an outgoing personality are necessary, as is flexibility, flair and a commitment to hard work. You will be joining a very well established team that works hard.

If candidates do not meet the person specification they may be required to undertake training as specified by the organisation.

PERSONAL QUALITIES:

The Living Well Services Manager must be a personable, highly motivated self-starter, and have the ability to:

- Work with light-touch supervision
- Liaise with senior staff both within and out with AGE UK MID MERSEY, including key partners, Board of Trustees, Commissioners
- Have a team focussed approach and support direct reports in an inclusive and friendly manner
- Demonstrate honesty, integrity and a commitment to the values and aims of AGE UK MID MERSEY, including its equal opportunities policies.
- Be committed to continuously improving service delivery

ESSENTIAL CRITERIA:

- Educated to A Level or equivalent evidence of continuous professional development
- Practical experience of 'user-involvement' or co-production in service design, delivery and planning;
- Emotionally intelligent, able to build and sustain positive relationships with staff as well as volunteers;
- Ability to build effective teams and relationships and achieve results through others by leading, inspiring and motivating others
- Ability to present information clearly and concisely in writing or verbally, with excellent written and spoken English
- Experiences of successfully developing and leading a strong performance and outcome focussed culture
- Ability to participate and actively engage in meetings, workshops and training;
- Willingness to learn; work as part of a team and to help others;
- The ability to work to quality assurance systems
- Excellent interpersonal, oral, written, numeracy and ICT skills; familiar with Outlook 365 and other Microsoft packages;
- A personal commitment to organisational excellence; displays honesty, integrity and a strong sense of ethics in all actions and decisions;
- Efficient, flexible and well-organised with the ability to manage multiple projects and meet demanding deadlines in a period of change.
- Ability to work unsupervised and manage own workload.
- An understanding of the research that underpins health and wellbeing: including the 'Five Ways to Wellbeing' and community asset approaches

DESIRABLE REQUIREMENTS:

- Experience of supervising/managing a broad team of staff and volunteers
- Good facilitation skills
- Experience of leading group discussions and delivering training sessions;
- Knowledge of Health and Social Care sector and issues affecting Older People
- Experience of working within the third sector