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| Job title: | Wellness Service Partnerships Manager | Job category: | Manager |
| Department/Group: | Bath & North East Somerset | Job code/Req no.: | <INSERT HERE> |
| Location: | Bath & North East Somerset | Travel required: | Travel required |
| Level/Salary range: | N/A | Position type: | Full-time |
| HR contact: | hr@everyonehealth.co.uk | Date posted: | XX/09 |
| Job description |
| **Main Role:** The Partnership Manager will provide development and co-ordination of partnerships between the Everyone Health Wellness service and community partners. They will lead the triage team who process and manage referrals for the Community Wellbeing Hub and attend the weekly partnership meeting.* To be responsible for the promotion of the following services across Bath and North East Somerset:
* *Stop Smoking Service*
* *Wellbeing Coach Service*
* *Emotional Wellbeing Service*
* *Outreach NHS & CVD Health Checks*
* *Physical Activity Service*
* *Training and Workforce Development*
* *Volunteer Brokerage Service*
* To coordinate and facilitate promotional events across Bath and North East Somerset.

To manage the Community Wellbeing Hub triage team, ensuring that all referrals are processed within the required time frame, ensuring that all enquiries are responded to effectively and efficiently.  |
| **SUMMARY OF RESPONSIBILITIES AND DUTIES -** Responsible and accountable for:* Work face to face in B&NES to generate, establish and maintain strong and influential working relationships with key stakeholders / partners and commissioners, and represent Everyone Health on a local, regional, and national level as and when required.
* Supporting the production and delivery of a Marketing and Communications Plan (reflective of social marketing principles) which incorporates community, partnership, and stakeholder engagement; ensure the dissemination of appropriate marketing materials across the county to enable the achievement of key performance indicators through highly effective community engagement methodologies.
* Line manage the triage team, providing strong and excellent leadership skills, to support, motivate and inspire colleagues to manage and process referrals to a high standard. Ensuring team training and development needs are assessed and appropriate training is provided,
* Working with the Managing Director of Everyone Health, Clinical Governance Manager, Operational Leads and Management team to achieve continual service improvement and client/patient-centred services in accordance with participant feedback, NICE guidance, national and local recommendations, professional competences and EH policies and procedures, ensuring services are delivered in line with CQC and HSCIC’s regulations.

**PERSON SPECIFICATION:****1. SKILLS & ABILITIES** * Strong planning and organisational skills, with the ability to set objectives, prioritise, provide sound judgement and decision-making, often within tight timescales.
* Experience of interpreting national and regional health priorities and aligning them to corporate agendas and service objectives.
* Excellent verbal and written communication skills to ensure effective communication with a wide range of individuals including clients, colleagues, external partners, and members of the public including the ability to produce and present clear written reports and guidance, which interpret and effectively communicate/ explain complex issues.
* Sound management and interpersonal skills with proven ability to work effectively with all levels of colleagues, including effective partnerships with other agencies and service providers.
* Proven problem-solving skills and ability to be flexible, and exercise sound judgement and decision-making.
* Numeracy skills sufficient to analyse/interpret financial and health outcome data and information.
* Ability to think creatively, be innovative and realise the opportunities for developing projects.
* Ability to confidently and competently use a variety of computer packages including Microsoft Word, Excel, and Power Point. The ability to learn quickly when using national and internal databases.
* Ability to work as part of a multidisciplinary team, valuing the contribution of others.
* Proven influencing and persuading skills sufficient to persuade others to a different course of action in difficult circumstances to improve the health and services for the local communities.
* A desire to play an active part in the successful growth of the business.
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| **2. KNOWLEDGE*** Sound knowledge and understanding of primary and secondary health care including the Health and Social Care Act (2013) outlining responsibilities for Public Health in Local Authorities and Clinical Commissioning Groups, with the new NHS structure.
* Knowledge of key relevant health and social policies, including legislation and drivers for improving healthcare community service provision and health health-related behaviour.
* Knowledge of behaviour change theoretical principles.
* Understanding of processes and systems in line with quality assurance systems for effective governance.
* Sound knowledge and understanding of the Patient Confidentiality Act, the Data Protection Act, and Information Governance.
* Understanding of the significance of evidence-based approaches to healthcare provision.
* Appreciation of the contribution that effective performance management processes can make to service delivery and improvement.
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| **3. EXPERIENCE** * Substantial management and project/contract management experience within community healthcare systems.
* Proven experience in relationship management or partnership development
* Proven ability to lead, manage, motivate, and develop a team of staff delivering a responsive, patient focused community led service.
* Experience of interpreting national, regional, and local priorities, aligning them to health agendas.
* Proven ability to manage contractual targets and Key Performance Indicators.
* Experience of service data analysis to interpret and report on data outcomes.
* Experience of collaborating with stakeholders and developing strong, successful partnership arrangements.
* Ability to undertake and prioritise a diverse and demanding workload, working on own initiative, and working to competing deadlines.
* Proven ability of writing reports, procedures, policies, and communications for wide circulation.
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| **4. QUALIFICATIONS** * Desirable: Educated to (health-related) degree level (or equivalent) or relevant experience/ qualifications in projectmanagement.
* 2+ years' experience managing public health services.
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| **5. SPECIAL CONDITIONS** * Highly motivated self-starter with resilience, determination, and the ability to see jobs through to completion.
* Role incorporates evening / weekend working, with variable levels of travel across B&NES working in a variety of settings.
* Full UK Driving licence and access to a car for work- with ‘business purposes’ insurance.
* Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.

This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS). |

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| **6. SAFEGUARDING** Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.  |
| **7. FITNESS TO PRACTIS****E**Applicants will need to confirm if:* *They are currently subject to fitness to practise investigations or proceedings by a regulatory or licensing body.*
* *They have been removed from any professional register or licensing register.*
* *They have had conditions or sanctions placed on their registration.*
* *They have ever had restrictions placed on their clinical practice as part of the revalidation process.*

Everyone Health delivers multi-component health related and lifestyle services, including prevention and early intervention, on behalf of Clinical Commissioning Groups and Local Authorities in community-based localities across the UK.  |