



KENSINGTON AND CHELSEA SOCIAL COUNCIL

JOB DESCRIPTION

JOB TITLE:	Contracts and Project Officer (Health & Wellbeing)
REPORTING TO:	Health and Wellbeing Manager (H&WB Manager)
HOURS:	35 hours per week
SALARY:	£28,158 - £31,998 (dependent upon experience) per annum
CONTRACT:	Fixed term to end March 2024.
LOCATION:	Hybrid working currently, two days a week in the office (we reserve the right to change these arrangements at any time)

Main Purpose of Job

To support the Health & Wellbeing Manager (H&WB Manager) in the project-management of Voluntary and Community Sector (VCS) health and wellbeing programmes funded by North West London Clinical Commissioning Group (NWLCCG) and other funders.

This post will also provide advice and support to VCS organisations to ensure that they are well-placed to undertake NHS contracts, attract funding from other sources, and operate sustainably long-term to support the health and wellbeing of local residents. You will do this by ensuring that organisations have the right policies, procedures, and systems in place to comply with NHS requirements, and by providing or referring them to sources of support, training and advice as necessary.

Key tasks:

Compliance & Contract Support

1. Review VCS organisations' grant agreements and contracts that KCSC manage and ensure they have the correct policies & procedures in place and that these policies are embedded into practice.
2. Understand and keep abreast of developments in NHS Information Governance protocols and the Data Protection & Security (DSP) Toolkit (or another framework as applicable) and ensure that KCSC processes and documentation are updated accordingly.

3. Undertake one-to-one support sessions, and follow-up sessions on request, with staff from VCS organisations which are delivering NHS contracts and refer to other support if necessary.
4. Develop and adapt monitoring and evaluation frameworks to establish clear outcomes with reference to the NHS Outcomes framework and current Self Care outcomes.
5. Work with VCS organisations and Link Workers to assess their capacity to take on social prescribing referrals and provide support to do so.

Support for Health and Wellbeing Programmes

1. Support every aspect of the process of commissioning and establishing new services, from tendering to induction of new providers, working with the H&WB Manager.
2. Lead on the day to day coordination of one or more Programmes in line with their contractual requirements including monitoring, evaluation and reporting.
3. Act as the key point of contact for referrers and the contracted providers.
4. Process referrals (if needed) on to Charity Log (CRM system) in a timely and consistent manner and ensure all appropriate information is received from the referrers. Liaise with referrers and VCS organisations if information is insufficient.
5. Use data collected on Charity Log to make recommendations on service-delivery changes and payments adjustments and carry out changes once approved.
6. Obtain and maintain information on the range of local services available, to help keep the Self-Care directory up to date.

General

1. Attend regular meetings with the H&WB Manager and KCSC's Organisational Development team to ensure that information is shared, and that support work is undertaken effectively.
2. Refer organisations in need of support to KCSC's Organisational Development team when appropriate.
3. Attend meetings and training sessions with NWLCCG and other NHS staff as necessary.
4. Attend other training courses as required.
5. Provide administrative support for H&WB-related meetings as required.
6. Represent & promote KCSC at relevant external meetings as necessary.
7. Attend regular supervision meetings with the H&WB Manager.
8. Work within KCSC's policies including Equality and Diversity, Health & Safety at Work and Confidentiality, and observe the requirements of the Data Protection Act as required.
9. Work outside of normal office hours on occasional evening or weekends as required.
10. Undertake any other duties commensurate to the post.

Person Specification

	Essential	Desirable	Verified by
Qualifications/Training			
Degree or equivalent.	√		Application form/Certificates
Other Skills and Experience			
Experience of working <u>in</u> a charitable or similar organisation, or working <u>with</u> voluntary and community organisations.		√	Application form/ Interview
Experience or understanding of health and wellbeing services provided by the voluntary and community sector and/or the NHS.		√	Application form/ Interview
Experience and knowledge of project management from project set up through to monitoring, evaluation and reporting	√		
Experience of developing policies and procedures for charities or other organisations.	√		Application form/ Interview
Experience of coaching and/or training for a range of audiences.		√	Application form/ Interview
Understanding of the NHS's structures and processes particularly at a local level.		√	Application form/ Interview
Competencies			
ICT - Competent use of Microsoft office, website and databases.	√		Application form/ Interview/Test
Project/Service development and implementation – Implement project plans; monitor and evaluate projects. Understand and follow administration systems.	√		Application form/ Interview
Planning – Develop, manage and implement work plans, project plans and programmes.	√		Application form/ Interview
Policy development – Research, review, and adapt internal policies and procedures according to national guidelines. Input into policy development and implementation of policies and procedures.	√		Application form/ Interview
Networking/Partnership – Organise and facilitate networks and partnerships.	√		Application form/ Interview
Team working – Contribute to team working; encourage others to contribute and support other members of the team.	√		Application form/ Interview
Staff development – identify own learning needs and learning opportunities.	√		Application form/ Interview
Leadership – Take responsibility for own areas of work. Awareness of sector expectations.	√		Application form/ Interview
Communication (written and verbal) – Communicate appropriately to others. Lead and facilitate discussions. Write project reports. Produce and deliver presentations. Interpret reports and information.	√		Application form/ Interview
Values and culture – Be self-aware and have a positive influence on values and culture within the organisation.	√		Application form/ Interview