



KENSINGTON AND CHELSEA SOCIAL COUNCIL

JOB DESCRIPTION

JOB TITLE:	Voluntary Sector Support Officer (Health & Wellbeing)
REPORTING TO:	Health and Wellbeing Manager (H&WB Manager)
HOURS:	35 hours per week
SALARY:	£28,000 - £31,371 (dependent upon experience) per annum
CONTRACT:	Fixed term for one year

Main Purpose of Job

This role at Kensington and Chelsea Social Council (KCSC) will provide specialist advice and support to voluntary and community organisations (mainly charities and social enterprises) which deliver health and wellbeing services within Kensington and Chelsea, and North Westminster.

The role is part of our NHS-funded Transformation Programme for the voluntary and community sector (VCS), and it will ensure that VCS organisations 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. It 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.

Quality Assurance and Compliance

1. Support VCS organisations with updating their organisational policies and procedures as necessary, and provide advice on how to embed policies into practice.
2. Produce a bank of standard policies, procedures and internal documents for use by VCS organisations and other local VCS organisations, ensuring that these are NHS-compliant and reflective of good practice.
3. Understand and keep abreast of developments in NHS Information Governance protocols and the Data Protection & Security (DSP) Toolkit (or another framework as applicable).
4. Provide advice and guidance about NHS contractual regulatory requirements and service standards as necessary.

Organisational Support

1. Assess requests for support from VCS organisations; provide support or signpost to colleagues from the Organisational Development team, or external support, as appropriate.
2. Undertake one-to-one support sessions, and follow-up sessions, with staff from VCS organisations which are delivering NHS contracts on request.
3. Develop and adapt monitoring and evaluation frameworks to establish clear outcomes with reference to the NHS Outcomes framework and current Self Care outcomes.
4. Advise VCS organisations in relation to unit costing and fundraising, working with KCSC colleagues as necessary, to ensure that organisations can operate sustainably longer-term.
5. Work with VCS organisations and Link Workers to assess their capacity to take on social prescribing referrals and provide support to do so.
6. Share information and train VCS organisations and the wider sector, using KCSC's communications channels and at regular VCS meetings.

Health Sector funding and service-development opportunities

1. Manage the day-to-day running of the Adapt & Innovate grant fund and support funded organisations to make meaningful changes to their organisation.
2. Manage, or support the management of, other funds which might be developed, working with the H&WB Manager.
3. Undertake regular desk-based research to maintain awareness of potential funding and service-development opportunities and share findings with the VCS.
4. Work with the H&WB Manager and other colleagues as necessary to investigate potential opportunities and possible delivery models and partnerships within the VCS.

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. Attend regular meetings and training sessions with West London Clinical Commissioning Group (WLCCG) and other NHS staff as necessary.
3. Represent KCSC at relevant external meetings as necessary.
4. Attend regular supervision meetings with the H&WB Manager.
5. Attend training courses as required.
6. Keep KCSC's database updated as necessary with information about local organisations.

7. Work within KCSC's policies including Equality and Diversity, Health & Safety at Work and Confidentiality, and observe the requirements of the Data Protection Act and Health & Safety legislation as required.
8. Work outside of normal office hours on occasional evening or weekends as required.
9. 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 or understanding of health and wellbeing services provided by the voluntary and community sector and/or the NHS.	√		Application form/ Interview
Experience of working <u>in</u> a charitable or similar organisation, or working <u>with</u> voluntary and community organisations.		√	Application form/ Interview
Experience of working within the NHS		√	Application form/ Interview
Understanding of the NHS's contractual and regulatory requirements including information governance – or, those of a similar body.	√		Application form/ Interview
Understanding of the NHS's structures and processes particularly at a local level.	√		Application form/ Interview
Experience of developing policies and procedures for charities or other organisations.	√		Application form/ Interview
Experience of monitoring the compliance of an organisation or service against an agreed set of standards.	√		Application form/ Interview
Experience of coaching and/or training for a range of audiences.	√		Application form/ Interview
Competencies			
ICT - Competent use of Microsoft office, website and database.	√		Application form/ Interview/Test
Project/Service development and implementation – Implement project plans; 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

<p>Communication (written and verbal) – Communicate appropriately to others. Lead and facilitate discussions. Write project reports. Produce and deliver presentations. Interpret reports and information.</p>	√		Application form/ Interview
<p>Values and culture – Be self-aware and have a positive influence on values and culture within the organisation.</p>	√		Application form/ Interview