



KENSINGTON AND CHELSEA SOCIAL COUNCIL

JOB DESCRIPTION

JOB TITLE:	Compliance and Organisational Development Officer (Health and Wellbeing)
REPORTING TO:	Health and Wellbeing Manager
HOURS:	35 hours per week
SALARY:	£31,371 - £35,934 (dependent upon experience) per annum
CONTRACT:	Fixed term for one year

Main Purpose of Job

This is a new role at Kensington and Chelsea Social Council (KCSC), which will provide specialist advice and support to voluntary and community organisations 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.

The post-holder will also work with colleagues to identify opportunities for providing new ideas and solutions to the NHS, provided by the voluntary and community sector for the benefit of local residents.

Quality Assurance and Compliance

1. Produce a bank of standard policies and procedures for use by Providers and other local VCS organisations, ensuring that these are NHS-compliant and reflective of good practice.
2. Support Providers with updating their organisational policies and procedures as necessary, and provide advice on how to embed policies into 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.

5. Support organisations in their GDPR compliance in relation to NHS and other contracts.

Organisational Support

1. Assess requests for support from Providers; 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 Providers as necessary.
3. Advise Providers in relation to collecting and monitoring data, evaluation and developing clear outcome measures, with reference to the NHS Outcomes framework and Self Care outcomes.
4. Advise Providers in relation to unit costing and fundraising, working with 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. Design and deliver training for Providers as necessary.
7. Share information amongst Providers, and the wider sector, using KCSC's communications channels and at regular Providers meetings.

Health Sector funding and service-development opportunities

1. Undertake regular desk-based research to maintain awareness of potential funding and service-development opportunities.
2. Liaise regularly with VCS and health sector colleagues to keep abreast of any changes in the funding environment.
3. Work with Providers and colleagues to identify opportunities for providing new ideas and solutions to the NHS, to improve patient care and work more cost-effectively through additional support from the VCS.
4. Work with the Health and Wellbeing 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 Health and Wellbeing 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 Health and Wellbeing 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
At least two years' 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.	√		
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.	√		
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 awareness - Read and understand internal policies and procedures. Input into policy development and implementation of policies and procedures.	√		
Business development - Identify new opportunities and develop ideas and plans accordingly.	√		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	√		Application form/ Interview

members of the team.			
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