

**Health and Wellbeing Service Manager**

**Job Description and Person Specification**

**Note:**

Waltham Forest Community Hub (WFCH) expects all its employees to have a full commitment to its Equal Opportunities Policy and acceptance of personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in service delivery. All employees are required to be DBS checked.

**JOB TITLE:**  Health and Wellbeing Service Manager- part time (28hrs)

**RESPONSIBLE TO:** Head of Service Delivery

**FIXED TERM CONTRACT:** Ending 31st December 2027.

**SALARY:** £25,188 Part time 28hrs (Full time equivalent £31,486)

**Job Purpose**

The Health and Wellbeing Service Manager works as a member of a team within the organisation to develop new and manage existing Health and Wellbeing activities for the residents of Waltham Forest. The aim of these activities is to help reduce social isolation and improve wellbeing.

**All activities will be undertaken in the context of the following aims of our charity:**

* Developing a sustainable organisation that can meet the future needs of the community.
* Reducing isolation and improving wellbeing in those who are disadvantaged and vulnerable.
* Engaging and empowering young people to participate, grow and achieve.
* Strengthening the community of Waltham Forest by sharing our space, voice and expertise.

**Duties and key responsibilities**

This role will oversee all activities and manage day to day provision of the Health and Wellbeing Service.

Liaising with referrers to ensure referral pathways are clear and signposting clients to other services as appropriate.

In particular:

OVERSEE MANAGEMENT OF EXISTING ACTIVITIES - Seniors’ Club/Community Coffee Morning/Knit and Natter. This includes membership; activities and ensuring our CRM is up to date.

DEVELOPING ACTIVITIES

* Identify need in the community and develop a programme of activities to help reduce social isolation, improve confidence and mental health and wellbeing.
* Organise and facilitate group workshops with a focus on wellbeing related subjects including but not limited to reducing utility bills, nutrition and health related conditions.
* Working with other organisations to ensure there is a range of activities available to residents.
* Sourcing activities and developing partnerships with providers.
* Evaluation activities to ensure programme is fit for purpose.

PROMOTE ACTIVITIES AND STAKEHOLDER ENGAGEMENT

* Promote the service across Waltham Forest through stakeholder engagement; attending organised events to promote health and wellbeing and collaborate with other community organisations to ensure links are formed.
* Liaise with stakeholders, including LBWF and social prescribing team and develop partnerships.
* To represent WF Community Hub at networking events.

VOLUNTEER MANAGEMENT

* Recruitment of volunteers to the Health and Wellbeing service.
* Ensure volunteers are inducted properly into the Health and Wellbeing team; trained and are supported throughout their time with us.
* Manage Health and Wellbeing volunteers to ensure they and we get the best out of the partnership.

EVALUATION AND ADMINISTRATION

* Carry out any other duties consistent with the responsibilities of this post as requested from time to time by the Director.
* To support fundraising as required.
* Using IT systems to monitor the work of the Service.
* Manage the Health and Wellbeing budget.
* Gathering information; statistics and case studies to report on activities and report to the funder.
* Responsible for all safeguarding matters relating to the service.
* Attend training events to remain up to date on developments on the issues affecting isolated residents.
* Monitor service provision KPI’s and outcomes.

**This job description is not exhaustive and may need to be reviewed and updated.**

In common with all WFCH staff the post holder will:

* Ensure that all duties and responsibilities are fulfilled in accordance with the organisation’s Health and Safety Policy.
* Comply with and promote the Equal Opportunities Policy.
* Undertake as directed such additional duties and responsibilities that may arise from time to time commensurate with the grade of the post.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | * Demonstrable work experience in managing; developing and delivering a range of activities for the community. * Experience working with vulnerable residents, understanding their needs and the importance of supporting residents with mental health needs. * Understanding the needs of volunteers. * Experience working in the community in a wellbeing capacity. * Experience in line managing staff/volunteers. * Understands the needs of the community within the local area. * Experience in project management and delivery. * Experience handling/managing cash. |  |
| **Special abilities/aptitude** | * Ability to listen and understand people’s needs. * Empathy with staff; volunteers and clients. * Non-judgemental. * Excellent organisational skills. * Efficient in using basic IT software and social media * Ability to communicate at all levels in writing and spoken. * Able to work on their own initiative and plan workloads. | * Fundraising for projects/activities * Speaking community languages would be helpful. |
| **Other job specific requirements** | * None. |  |
| **Education and training** | * Safeguarding Adults training. |  |

**Disqualifying Factors:**

* Indication of sexist, racist, anti-disability, ageist, anti-gay, anti-lesbian, anti-transgender or any other attitudes inconsistent with the Centre’s Equal Opportunities Policy.
* Evidence of insensitivity towards the needs of those facing Economic disadvantage.