

Job Title:	Citizens Advice Ipswich – Social Prescribing Team Manager
Salary Scale:	Starting Salary £25,000 p.a. (subject to review on completion of probation period)
Hours:	Full Time – 37 Hours per week
Responsible to:	Operations Manager

- Key Work Area:** To manage our expanding Social Prescribing contract services;
- Citizens Advice Ipswich delivers Social Prescribing across 14 GP surgeries in Ipswich through the Connect for Health project.
 - The ‘Welcome Home’ project is delivered at Ipswich Hospital; supporting admissions to Emergency Assessment Unit, enabling swift discharge by ensuring social economic issues are not a barrier.
 - Long Covid project supporting sufferers with socio economic issues.

To manage an extensive team of advisers, and performance reporting for all aspects of each social prescribing contract.

To work alongside the Ipswich Management team, and collaboratively with partners and services to ensure positive outcomes.

To work within the aims, principles and policies of the Citizens Advice service.

Key Responsibilities

Staff Supervision

- To line manage and develop Social Prescribing team members.
- Be responsible for ensuring team members have clear goals and objectives, providing 121s, annual reviews and ongoing coaching as needed.
- Supervise staff through the provision of regular informal support meetings.
- Ensure that the service is adequately staffed, and contingency plans are in place for adviser shortages.
- Be proactive in the management and dissemination of updates, process changes or information that advisers need to be aware of in order that client support remains up to date
- Proactively encourage teamwork across organisation departments, facilitating good lines of communication between all members of staff.
- Participate in the recruitment, induction, training and development of staff
- Contribute towards the organisation's workforce development plan and business plan
- Advise the Operations Manager on staffing and service delivery issues.
- Attend and participate in regular internal and external meetings as required by the business

Performance Management

- Ensure that contracted deliverables for all Social Prescribing projects are managed including the identification and resolution of any barriers to success and associated reporting.
- Participate in external performance review sessions.
- Ensure that all required operating standards are met (i.e. Data Protection) including adherence to Citizens Advice 'Quality of Advice' within the social prescribing teams.
- Ensure that Standard Operating Procedures are documented and maintained for all Social Prescribing team processes and activities.
- Work effectively with senior team peers to support wider operational processes, or the collaborative delivery of activities or projects.

People Management


- To provide line management and support to all social prescribing team members.
- Be responsible for ensuring all team members have clear goals and objectives, providing 121s, annual reviews and ongoing coaching as needed.
- Host regular team meetings to share and communicate effectively within the team.

Equality and Diversity

- The post-holder will support the equality, diversity and rights of clients and colleagues.
- To act in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- To respect the privacy, dignity, needs and beliefs of clients and colleagues.
- To behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Other Duties and Responsibilities

- Carry out other tasks, which may be within the scope of the post, to ensure the effective delivery and development of social prescribing services.

	Person Specification
	Social Prescribing Team Manager

Criteria	Essential	Desirable
Qualifications	<p>Proven experience of providing Team Management and Project or Contract service delivery at a senior level.</p> <p>Excellent verbal, written and IT skills</p>	Educated to a degree level or equivalent
Skills / Competencies	<p>Effective oral communication skills.</p> <p>Strong planning and co-ordination skills to prioritise own time alongside team support needed to meet wider business or contractual priorities.</p> <p>Effective use of organisational IT systems, client referencing systems and Microsoft packages to record and report.</p> <p>Ability to analyse and interpret complex information.</p>	
Knowledge	<p>Sound understanding of Data Protection requirements.</p> <p>Understanding of and commitment to, the aims and principles of the Citizens Advice service and its equality and diversity policies.</p>	<p>Experience of work within Voluntary Sector</p> <p>Understanding of procedures needed to maintain current business practices and procedures (including relevant legislative/regulatory requirements)</p>
Experience Required	<p>Experience of delivering support at a senior level.</p> <p>Delivering to required standards of performance within a pressured environment, to deadlines, and</p>	<p>Working directly to Senior Management or Director level.</p> <p>Working with volunteers</p>

	<p>without compromising quality.</p> <p>Experience of working with a diverse range of people.</p> <p>Experience of working with IT systems and Microsoft packages.</p> <p>Direct line management experience.</p>	
Personal Attributes	<p>Strong organisational and planning skills and an ability and willingness to follow and develop agreed procedures.</p> <p>Ability to prioritise own work, meet and manage deadlines.</p> <p>Ability to use IT in the provision and preparation of reports and submissions.</p> <p>Is adaptable and flexible; open to listening to, or identifying, new or better ways to meet organisational aims.</p>	
Personal Qualities	<p>Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.</p> <p>Supportive and collaborative.</p> <ul style="list-style-type: none"> - willing to spend time listening to and coaching team members - able to work effectively with team peers to support organisational goals. <p>Ability to monitor and maintain own standards of performance.</p> <p>Ability to self-motivate and self-manage workload in a pressured environment.</p>	