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Programme Manager

Connected Kingston

Job Summary

We are looking for an exceptional individual to join us as a Programme Manager for Connected Kingston.

The Programme Manager is the strategic and operational lead for Connected Kingston, overseeing the management of the programme in the Voluntary Sector and responsible for developing social prescribing and social capital opportunities in the community - as well as providing strong leadership and development of the KVA team delivering Connected Kingston work streams.

Support and oversight of the evaluation of the Connected Kingston programme are also an integral part of the role.

Job Title: Programme Manager Connected Kingston

Responsible to: CEO Kingston Voluntary Action

Responsible for**:** KVA Project Support Officer,

Digital Inclusion Coordinator and Trainer,

KVA’s Communications Manager (with regards to leading on the communications element of Connected Kingston)

Work collaboratively with

* KVA/Superhighways Manager
* KVA Good Food Project Coordinator
* KVA/Superhighways Tech Support Lead and the wider KVA staff team

Salary: £20,990 for 21 hours (FTE £34,984)

Contract**:** 9 - monthfixed term, (with view to extend if funding confirmed)

– 21 hours a week

Location**:** Based at Kingston Voluntary Action. Travel around the Borough

is also a requirement of the job

AnnualLeave**:** (27 days pro rata for 21 hours a week) per year plus Bank

Holidays

Applications**: No CVs**

Project Summary

Connected Kingston is our flagship, system-wide social prescribing programme providing a whole population, assets-based approach, connecting people to their community to increase resilience and facilitate behaviour change. The programme works across systems, the voluntary and community sector, as well as statutory health and care services, supporting residents to self-care/self- support and to access the wide variety of local community support to build community and personal resilience.

Job Description

Main Responsibilities:

Oversee the delivery of the Health, Care and Social Prescribing in the Voluntary Sector contract between KVA and Public Health Kingston.

Support the development of Link Worker roles locally (wherever they may be situated in the health and care system) and enable their use of community and voluntary sector assets to socially prescribe to.

Taking a strategic approach, work with stakeholders, including the CCG and Primary Care Networks with a focus on developing and promoting Connected Kingston’s system-wide Social Prescribing model.

A key responsibility of this role will be working with the local community and voluntary sector groups and organisations to support community and voluntary led activities to develop services that may be socially prescribed to and facilitating the referral pathways to those services.

Promoting the benefits of the Connected Kingston programme and resources such as the Connected Kingston Platform Tool (which facilitates a digital referral or connection pathway), will also be crucial.

In addition:

Health and Wellbeing Network

Maintaining and facilitating KVA’s quarterly Health and Wellbeing Network with an aim to bring together colleagues across the Health and Care system in order to share information and expertise on health and care developments.

Support voluntary sector colleagues to identify where there may be opportunities to build further social capital and opportunities for improving health and wellbeing in the community.

Support local VCS to contribute to the development of local Health and Care Plans.

Connected Kingston Champions Network

Lead on the implementation of the Connected Kingston Champions Network to include volunteer workers/connectors, including their training, development and opportunities to network, such as events.

Oversee the development and content of regular newsletters to reach all Connected Kingston Champions and Community Connectors.

Food Insecurity Partnership network (tackling ‘food poverty’)

Work with the KVA Good Food Project Coordinator to ensure links, referrals or connection pathways to social prescribing on specific food insecurity related support available in the community i.e. via Connected Kingston’s digital platform.

Connected Kingston Digital Platform <https://connectedkingston.uk/>

Support the development of the Connected Kingston digital tool and Voluntary and Community Sector (VCS) listings on the digital tool. Ensuring there is capacity and the skills within the team to work with VCS organisations to enlist them on to the platform, and support the promotion of activities, events and services that may be socially prescribed to via the portal.

Ensure these activities are also then promoted digitally via social media channels and amongst community networks.

Ensure all monitoring of voluntary sector group listings and use of Connected Kingston is captured and team members follow up with groups who will potentially list activities on the platform in a timely manner.

Leadership, Line Management and development of the KVA Connected Kingston Team made up of:

* Connected Kingston Project Support Officer,
* Digital Inclusion Co-ordinator and Trainer
* Communications Managers in regards to leading on the communication of Connected Kingston

Other activities

1. Work with KVA CEO and the Connected Kingston Steering Group to further develop strategic direction of the programme and support operational management and delivery.
2. Support the function of the Connected Kingston sub-groups, including co-chairing responsibilities, where appropriate.
   1. Workforce Development and Training Sub-Group
   2. Digital Sub-group
   3. Communications Sub-Group and
   4. Evaluation Sub-Group
3. Develop and support Link Workers.
4. Work with other Connected Kingston colleagues to identify suitable monitoring and evaluation for the programme, to be carried out by KVA, to inform future development.
5. Support the CEO with identifying potential funding opportunities to develop the programme.
6. Develop and maintain honest, creative and productive professional relationships with partners including other KVA staff, local service providers, local stakeholders including voluntary and community organisation, Kingston Council and Kingston CCG.
7. Have a detailed and accurate overview and monitoring information of the Connected Kingston programme at all times.
8. Represent both KVA and Connected Kingston at external events, forums and conferences.
9. Work with Health and Public Sector partners to ensure that VCSE organisations in Kingston are integral to the transformation of health and care locally and needs of communities are central to the system.
10. Oversee the organisation of the annual KVA Health Conference.
11. Work collaboratively with KVA/Superhighways Manager- Digital Leadership post

and KVA/Superhighways Tech Support Lead to develop the success of

Connected Kingston and social media promotion

1. Identify, and find solutions to, the training needs of the team
2. Oversee the development of the Connected Kingston Training programme to

review and update as necessary

1. Support digital development and administration of the platform
2. Other activities to include: Horizon scanning and being active and involved in

the local, regional and national development of social prescribing

The Programme Manager is responsible, on behalf of the Senior Responsible Owner (SRO), for delivering change.

The role requires effective co-ordination of the programme’s projects and management of their inter-dependencies, including oversight of any risks and issues arising.

Person Specification

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| Requirement | Essential | Desirable |
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| Educational attainment | Educated to degree level or equivalent level of experience working at a similar level within a relevant area | Programme and project management qualifications PRINCE 2, MSP |
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| Knowledge | Understanding of Social Prescribing, its development, and its place in developing resilient and connected communities | Understanding of the ‘self-care’ agenda  Understanding of Food Poverty, its impact and food insecurity. |
| A strong understanding of how to use qualitative and quantitative data for evaluation and influencing policy development. |  |
| Experience | Demonstrable experience of programme/project management including understanding of project interdependencies as well as financial and risk management | Exposure to project or programme management methodology |
| A proven record of supporting, facilitating and contributing to strategic programme development | Experience of developing and delivering training |
| Experience of supporting local community and voluntary sector groups and organisations to support development of services that can be ‘socially prescribed’ and facilitating a referral pathways to those services | Experience of events planning/management |
| Substantial experience of working with a range of stakeholders:- civil society/voluntary and community sector, local government, clinical commissioning groups, | Experience of promoting/delivering campaigns to support behaviour change |
| Experience of a staff team including providing supervision and support |  |
| Experience of managing remote staff | Experience of completing funding applications/bids |
| Evidence of continuous professional development |  |
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| Digital capabilities | Experience of working on digital projects | Strong digital skills and ability to learn new systems quickly |
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| Skills | Demonstrable ability to communicate clearly, concisely and persuasively, both verbally and in written forms to a variety of audiences |  |
| Ability to prioritise workload and work to tight deadlines |  |
| Ability to organise and manage workload. |  |
| Ability to work on own initiative and to organise own workload without support. |  |
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| Personal qualities | A team player – proactive in supporting others to achieve system wide transformation objectives |  |
| Able to work collaboratively with a range of partners, colleagues and stakeholders |  |
| To work in such a way as to actively follow and support the mission of the organisation |  |