

**JOB DESCRIPTION**  
**Social Prescribing Service Manager**

<b>Job title:</b>	Social Prescribing Service Manager
<b>Employer:</b>	RedbridgeCVS
<b>Responsible to:</b>	Social Prescribing Programme Manager
<b>Responsible for:</b>	Social Prescribing Advisors, Social Prescribing Buddies
<b>Place of work:</b>	RedbridgeCVS, 103 Cranbrook Road, Ilford, IG1 4PU
<b>Hours of work:</b>	35 hours per week
<b>Salary:</b>	£32,045 per annum

**Purpose of post**

- To manage the day-to-day delivery of an asset-based and person-led social prescribing service.
- To support continuous service development.

**Main responsibilities**

- To manage, support, coach and develop a high-performing team.
- To develop and maintain effective operational processes to ensure a high quality, efficient service.
- To work closely with community and other partners to develop effective referral pathways and integrated ways of working.
- To manage incoming referrals, carry out initial assessments and assign clients to Social Prescribing Advisors.
- To develop and maintain effective tools, processes and systems for collecting monitoring data.
- To support the Social Prescribing Programme Manager with data collation, analysis and reporting.
- To coordinate outreach activity and ensure that the service is effectively promoted.
- To deal with safeguarding concerns in line with RedbridgeCVS policies and procedures
- To embed participation, enabling the people we support to play a meaningful and active role in developing and evaluating the service.
- To work closely with the Social Prescribing Network Manager to inform network and staff development priorities.
- To ensure that accurate and up to date information is maintained in the RedbridgeCVS directory, reporting on any gaps that become apparent through the project.
- To promote RedbridgeCVS's capacity building offer and signpost voluntary and community groups to available support as appropriate.
- To keep up to date with developments and best practice in social prescribing and personalised care.

**General duties**

1. Help to ensure that RedbridgeCVS embraces diversity, challenges discrimination, and reflects the communities of Redbridge
2. Participate in your own reviews and appraisal
3. Take part in training and personal development and participate in team meetings, staff development, away days and reviews etc.

4. Be an active member of the RedbridgeCVS staff team. This will require the post holder to:-
  - Represent the organisation externally to a wide range of stakeholders
  - Contribute to the development and performance of RedbridgeCVS
  - Adhere to all RedbridgeCVS policies and procedures
  - Actively promote the principles of equal opportunities, celebrate diversity and challenge discriminatory practice
  - Undertake any other duties as required which are in line with the objectives of the post

This is a description of the job as it is presently constituted. It is the practice of RedbridgeCVS to periodically review role descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

RedbridgeCVS is committed to safeguarding and promoting the welfare of children and vulnerable adults. Please note that this post is subject to an enhanced DBS check.

RedbridgeCVS is an equal opportunities employer. We welcome applications from all sections of the community.

**PERSON SPECIFICATION**  
**Social Prescribing Service Manager**

	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>		
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Working knowledge of social prescribing and an understanding of asset-based approaches for integrated care.</li> <li>• Excellent interpersonal and communication skills, both verbal and in writing.</li> <li>• Strong organisational skills and the ability to manage competing priorities.</li> <li>• Excellent IT and digital skills including Office 365, and CRM/monitoring systems.</li> <li>• The ability to develop and maintain effective and efficient operational processes.</li> <li>• The ability to analyse and make effective use of data.</li> <li>• Knowledge and commitment to safeguarding adults at risk.</li> <li>• Knowledge and understanding of confidentiality and data protection in practice.</li> <li>• The ability to deal with complex and difficult emotional situations and maintain professional boundaries</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of involving people who use services in service design and development.</li> <li>• Experience of managing and developing a team</li> </ul>	<ul style="list-style-type: none"> <li>• Direct experience of supporting people holistically.</li> </ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>• A compassionate and adaptive approach to leadership and management.</li> </ul>	
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A willingness to work flexibly, including occasional evenings and weekends by prior arrangement.</li> <li>• A commitment to diversity, equity and inclusion, and to working anti-oppressively and challenging injustice.</li> </ul>	