Brentworth, Chiswick, Feltham and Bedfont, Hounslow Health and Great West Road Primary Care Networks in partnership with:





**Social Prescribing Project Manager**

**Person Specification**

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| **Education/qualifications** | | |
| **Essential:** | | **Desirable:** |
| **1** | Qualification to degree level | NVQ or equivalent qualification or training in health, social care or social sciences |
| **2** | Significant experience of client focused service delivery in a community or clinical setting e.g. advocacy, support work, counselling or social work. | Professional licensing in a related area (e.g. management, health or social care qualification) |
| **Experience:** | | |
| **Essential** | | **Desirable** |
| **3** | A minimum of 3 years staff management experience | At least 6 months of management/ supervisory experience in a relevant setting |
| **4** | Ability to develop and deliver quality services | Experience of working with people who have a long-term health conditions, frailty or social isolation |
| **5** | Knowledge of personalisation and public health agendas, including holistic view of health and wellbeing | Delivering motivational support to clients with changing lifestyles |
| **6** | Managing and dealing with safeguarding issues | Conducting holistic needs assessments (using recognised tools) and support planning |
| **7** | Experience of staff or volunteer management and development | Managing a caseload of clients with multiple health and care needs |
| **8** | Experience of managing and reporting against financial targets and budgets | Experience of managing ‘virtual’ teams |
| **9** | Basic data collection (with understanding of the reasons for collecting data) and experience of using and maintaining databases and client notes | Managing change and the introduction of new processes |
| **10** | Experience of developing and maintaining relationships with a range of stakeholders and partners across different sectors | Basic review of data collected to identify trends |
| **Knowledge and understanding:** | | |
| **Essential** | | **Desirable** |
| **11** | An understanding of social prescribing and the value of non-clinical services to support people with health and care needs | Familiarity with working in multi-disciplinary teams in a holistic and person-centred way |
| **12** | An understanding of the needs of people with a long-term illness or disability and the impact this has on their health and wellbeing | Knowledge of the principles of managing risk in a health and care context |
| **13** | An understanding of the factors that contribute to social isolation and loneliness and its impact on health | Knowledge of general practice and voluntary sector, services and facilities in the London Borough of Hounslow |
| **14** | Ability to work flexibly within the parameters of the role | Ability to work across a variety of tasks and priorities whilst achieving key aims of the role |
| **Skills and abilities:** | | |
| **Essential criteria** | | **Desirable criteria** |
| **15** | Excellent written and presentation skills, including communicating with a variety of audiences (e.g. health care professionals and clients of the service) | Ability to support people to use basic on-line diagnostic tools and experience of using bespoke data management systems |
| **16** | High level of computer literacy and able to use common Microsoft and Apple technology | An ability to adopt an analytical and methodical approach to problem solving |
| **17** | Ability to deal with complex and difficult emotional situations and manage appropriate professional boundaries | Experience of completing needs assessment of people with health and social care needs |
| **18** | Ability to routinely travel between sites within Hounslow | Working as part of a ‘dispersed’ or ‘virtual’ team |
| **Personal attributes:** | | |
| **Essential criteria** | | **Desirable criteria** |
| **19** | Strong leadership and interpersonal skills with the ability to communicate with a wide range of stakeholders | Coaching and mentoring techniques and/or motivational interviewing |
| **20** | Ability to listen, empathise and support people without judgement. Inspire trust in others whether through face to face or telephone contact. | Experience of working with people from diverse backgrounds with varying levels of need. |
| **21** | Personal emotional resilience with the ability to identify when extra support is needed | High degree of empathy, understanding, diplomacy, honesty and integrity |