

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Wellbeing Service Team Leader

Wellbeing Service, Adult Services, People Services Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

As a Team Leader, you will lead and support a team consisting of Co-ordinators, Wellbeing Advisors, and colleagues across West Northants to deliver a range of health and wellbeing interventions, including training programmes in line with government and public health guidelines.

The role has responsibility to lead, develop, monitor performance of the team, and ensure effective operations are in place to provide evidence that the service is effective, efficient, and equitable, reaching those who need it most.

To provide effective leadership of a multi-agency team providing a service to customers in need of health and wellbeing support.

Develop relationships with appropriate partners/community links/GPs working within a specialist remit to ensure that integrated practice and partnership working is embedded to improve outcomes for local people and communities.

Accountable to:

The role will report to Wellbeing Service Manager under Adult Services within the People Directorate of West Northamptonshire Council.

The Wellbeing Team Leader work alongside the Adult Services Community teams and manage staff who are based in the Community teams; Northampton North and East, Northampton Central, Northampton South and West, Rural North and West and Rural South and East.

The Wellbeing Team leaders will either cover Northampton or Rural areas, based at One Angel Square or the Forum

Responsibilities:

1. To lead a team of staff to deliver Wellbeing Services to people within West Northants. To act as a line manager to team members and to co-ordinate team activity and caseload management. To ensure appropriate support and training is provided to all staff.
2. To Provide leadership and management for the team to ensure the delivery of a high quality, successful wellbeing services across West Northamptonshire
3. To Provide leadership and support to the team in the delivery of high-quality evidence based service that meets the need of the community. The team leader will be responsible for quality assuring the delivery of the service, ensuring the service is accessible on a range of times days and locations, including evenings and/or weekends, to meet the needs of service users
4. Fully utilise the service database for all client management and ensure full adherence to the Data Protection Act and Information Governance rules.

5. Work with the communications and marketing team to promote clinics, groups, and drop-ins to ensure adequate client numbers, including face to face outreach, production/display of advertising materials, and other promotional initiatives.
6. Ensure that strong community links are developed and maintained and support the targeted provision. Make sustained links with key partners to include GPs, NHS Acute Services, Pharmacies, Public Health, Prisons, Local Authorities, Voluntary sector, Community groups and Health promotion services and build links to increase capacity.
7. Contribute to the development and implementation of appropriate policy and procedures for the safe delivery of wellbeing services, (including but not exclusively, safeguarding and health and safety).
8. Ensuring data is captured to enable streamlined monitoring and reporting.
9. To deliver an effective service that is accessible to all sectors of the community, and which aims to reduce health inequalities.
10. Develop and deliver a range of innovative service offers which will demonstrate impact and target underserved communities.
11. Ensure that all procedures for the service are up to date and clear, with all employees understanding where to access them and using them to ensure that a consistent and quality service is delivered. To review and quality assure service delivery for all staff services to ensure that effective processes for communication, recording and task allocation are in place within the team and that all data and shared records are collected and kept strictly within guidelines. Responsible for the WNC protocols, Information Governance, and the General Data Protection Regulations. Develop, implement, and monitor Quality Assurance policies and procedures within the team and across the division to ensure standards of excellence are achieved.
12. Continual performance management, development, monitoring and evaluating the service as a whole and target groups within the service.
13. To motivate, guide and support staff to ensure excellent customer service and that staff with professional responsibility receive professional support and supervision from appropriate sources through effective co-ordination of management responsibilities.
14. Assist in the compilation of accurate statistics, and reports for statutory returns as well as any relevant Strategies or Plans the Council develops.
15. To analyse and interpret statistical data using this to develop appropriate operational plans that are implemented, monitored, and reviewed regularly
16. To manage a cash limited budget ensuring no overspends occur. Maintain financial records ensuring compliance with Financial Regulations.
17. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
18. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

19. Prepare reports on relevant matters for Council committees, Members, Assistant Directors, and other Senior Officers as required.
20. To train colleagues and undertake training as required.
21. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Excellent communication skills both written and verbal and good listening skills. An ability to present ideas logically and positively. Confident and willing to communicate with a wide range of people. Liaise, negotiate and work effectively with colleagues and key partners. Analytical/critical thinking. Evidence of influencing skills in strategic development.	E	A/I
Systematic approach to planning and implementing. Tackle issues and ensure agreed priorities are delivered. An ability to prioritise workload of self and staff in order to achieve deadlines. Able to work under pressure. Demonstrate creative and solution focussed problem Essential solving.	E	A/I
Commitment to and enthusiasm for challenge and change. Flexible and positive attitude. An ability to travel to other locations across Northamptonshire. Demonstrate an understanding of issues effecting the service.	E	A/I
Commitment to personal and team development. Proactive in seeking to improve service delivery. Able to motivate and lead and manage team.	E	A/I
Good level of IT literacy to ensure accurate recording and monitoring of all performance information for self and team.	E	A/I
Experience with the health and/or wellbeing agenda leading and managing a mixed ability team to deliver front line services.	E	A/I
Significant experience of working in an evidence based advice setting and of using experience to impact on patient/ customer outcomes.	E	A/I
Experience of Public Health prevention and delivery. Demonstrate experience of managing change effectively. Demonstrate experience of work planning, managing staff deployment. Demonstrate experience of reviewing contracts and monitoring performance. Demonstrate experience of translating statistical data and improving performance.	E	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.		A/T/I

Knowledge:	Essential / Desirable	Measured by
Significant understanding of behaviour change theory and its practical application.	E	A, I
Demonstrable understanding of the physiological and psychological elements of alcohol and smoking addiction.	E	A, I

In depth knowledge of public health priorities including demonstrable knowledge of these at a county and locality level and of the strategies which impact on these outcomes.	E	A, I
Understanding of current legislation and safeguarding, health & safety and GDPR policies.	E	A, I
Demonstrate an understanding of the culture and systems required to deliver excellent customer services.	D	A, I
		A, T, I, P, D

Relevant experience:	Essential / Desirable	Measured by
Experience in providing supervision to own profession and develop team and individual plans.	E	A, I
Demonstrable experience at bringing about service improvements to meet agreed performance indicators within a specialist environment.	E	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	E	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree or equivalent – Health promotion or related discipline	E	A, I
Postgraduate qualification	D	A, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include

Enhanced Disclosure and Barring Service checks

Day-to-day in the role:

Hours:	37	Primary work base:	Community Team Location
Job family band:	Professional Support	Worker type:	Part Flexible
Salary range:	Band 8	Budget responsibility:	None
People management responsibility:	Yes		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

