

SUSSEX COMMUNITY DEVELOPMENT ASSOCIATION

Job Description:

Community Advice & Wellbeing Programme Manager

Reporting to: CEO

**Work pattern: Permanent, Full Time / 37 hours per
week**

**Salary range: £41,363 - £47,513 per annum (upper
levels awarded in respect of qualification, skills or
exceptional previous experience)**

**Based: Newhaven with regular travel to outreach and
other delivery locations across East Sussex**



The Organisation

SCDA was founded in 1997. Its primary purpose is the development of sustainable community-based regeneration initiatives addressing the economic, environmental, and cultural and community needs, and particularly addressing the needs of people experiencing complex challenges in the community.

SCDA now runs a range of projects and services aimed at supporting community involvement across East Sussex. Funding has been secured from a range of sources including Lottery Community Fund and charitable trusts as well as contracts to deliver services and run projects across East Sussex, including from the DWP, East Sussex County Council (ESCC) & Home Office.

To support its core activities SCDA also runs a number of Social Enterprises. These include Sussex Community Counselling, Denton Island Nursery rated as 'Good' by Ofsted, and a charity retail shop.

For further reading and information regarding SCDA's Vision please visit:

<https://sussexcommunity.org.uk/wp-content/uploads/2023/03/Our-Vision.pdf>

There are 12 main service areas grouped under 3 broad headings:

Health and Wellbeing – delivering counselling and suicide support and prevention through Sussex Community Counselling; delivering activities to develop active travel, environmental awareness and strengthen community resilience to the impacts of climate change; deliver activities which address the wider determinants of health and wellbeing and address health inequalities; build stewardship of actions to address loneliness and social isolation.

Vibrant Communities – developing community infrastructure and coordinating activity to identify community needs; delivering activities to support families and family learning for partners and carers of children under 8; creating vibrant community hubs as community resources; supporting an active Young People's voice in the development and delivery of services and the delivery of activities supporting local young people.

Money, Housing and Jobs – supporting unemployed people across East Sussex, specialising in those who find it hardest to find and sustain paid work; supporting access to advice, information and signposting including specialist free, impartial, quality assured, confidential specialist advice; promoting food security and access to healthy, affordable food choices; supporting community wealth building through social enterprise.

SCDA has a strong track record in partnership working and in the quality of service delivery to meet the needs of people experiencing complex challenges: supporting people and communities to thrive.

The context of the job

The organisation currently employs approximately 70 employees and delivers projects services and activities across East Sussex. One of SCDA's Core Values is teamwork & supporting colleagues and we therefore expect all members of staff to

demonstrate flexibility within their specified job role and offer support to other team members as and when required.

SCDA Community Advice & Wellbeing projects remain within a targeted environment where the Community Advice & Wellbeing Programme Manager will be managing a multidisciplinary team of specialist staff and volunteers, writing bids and fundraising, and working with partners & others to ensure projects run to target and time and within specific budgets.

The post holder will be required to work occasional evenings and weekends to meet service user and community needs, and to deliver community interest events. Additional remuneration is not applicable, as time off in lieu may be granted in accordance with the policy, or preferably working pattern flexed in the week before or after such events occur.

Job Purpose

The purpose of the role of Community Advice & Wellbeing Programme Manager is to be influential in the strategic development of the Community Advice & Wellbeing area for SCDA; to have responsibility for the operational line management and direction of a multidisciplinary team of employed specialist staff and volunteers; designing and delivering services and activities around the Community Advice & Wellbeing agendas; fostering and delivering partnership arrangements.

The aim of these services and activities is to deliver, promote access to and develop partnership delivery of Community Advice & Wellbeing support to those most vulnerable in the community, as well as providing appropriate services to marginalised communities and those at risk of harm; in particular people from diverse ethnic communities & backgrounds including Ukrainian guests, people needing support for their mental health & wellbeing, and those most in need of access to debt & money advice services and emergency/community food provision.

With responsibility for continued fundraising & bid writing in support of SCDA's developing Community Advice & Wellbeing work area, and collaboration on large tenders for SCDA relevant initiatives; the post holder will ensure quality of provision, monitoring and compliance to targets, and ensure projects run to agreed budgets and schedules.

Main tasks

Strategic oversight of Community Advice & Wellbeing delivery across E. Sussex:

- Maintain a strategy for promoting and communicating the work of SCDA Community Advice & Wellbeing initiatives, which include Welfare Benefits, Navigation & Advice, Tackling Loneliness, Community & Emergency Food (inc Lewes District Food Partnership), and Wellbeing inc Sussex Community Counselling, Recovery and the LERO, to partner organisations, a range of funders and the wider community of East Sussex.
- Maintain a strategic overview of the various projects' aims, ensuring quality provision and bringing projects in on time and to budget
- Maintain oversight of the Welfare Benefit Programme, delivered through specialist Advice partners across E. Sussex, ensuring compliance, performance

and reporting is completed accurately and in a timely fashion to enable the release of funds across the supply chain

- Maintain strategic oversight of SCDA other advice services including those for specific communities and for navigation and signposting, ensuring effective and quality assured delivery
- Maintain oversight of the BACP quality standards and safe delivery of the various projects which sit under SCDA's Wellbeing services
- Maintain and develop user involvement and lived experience voice in the development and delivery of services including specific user-led services
- Maintain and develop emergency food and food partnership delivery to support sustainability, individual and community resilience and access in crisis
- Work collaboratively with the Programme Manager team and SMT to holistically address and meet needs of people experiencing complex challenges in the community, and promote integrated solutions and integrated working within all work streams
- Identify gaps in community needs and development of service provision, seek out and realise appropriate funding to meet these gaps and current delivery priorities
- Work at a strategic level, identifying and negotiating access to resources which will enable services without grant funding to survive and become sustainable, where appropriate
- Work with delivery partners to ensure specialist advice needs are met county-wide
- Work with delivery partners and stakeholders to ensure other areas of focus in this role are all developed and delivered
- Develop and maintain oversight of the overall SCDA Community Advice & Wellbeing budget
- Coordinate, develop and contribute to funding tenders to support the ongoing Community Advice & Wellbeing work of SCDA
- Maintain positive relations with existing strategic partners and identify new stakeholders and partners.

People Management:

- Manage the motivation, well-being and performance of the team, ensuring that all managers are equipped to manage their own direct reports, including any volunteer cohorts
- Ensure that the recruitment, management, training and development of staff & volunteers is directed to achieving the objectives of SCDA and in line with project/service specialisms
- Conduct regular 1 to 1s, performance reviews & annual performance appraisals with employees
- Ensure all internal HR processes; conducting 1 to 1s; authorising annual leave; advising HR of sickness and TOIL; are followed correctly in respect of self and team
- Identify and develop opportunities for collaboration and joint working across the SCDA project areas, sharing staff and own expertise and increasing use of best practice
- Demonstrate & support creativity and entrepreneurialism in the creation and development of new opportunities, including fundraising
- Proactively contribute to the design and delivery of relevant services to meet the changing needs of the local community and designated outreach locations where SCDA operates
- Model good behaviours, SCDA values and a consistent approach to colleagues, direct reports and subordinates

- Act as a positive ambassador for SCDA in both an internal and external capacity.

Operational responsibilities:

- Lead and oversee delivery of a range of community advice and wellbeing initiatives including: Welfare benefits project, work supporting Ukrainian people, Tackling Loneliness, community & emergency food, recovery and the LERO and a range of counselling and specialist counselling provision.
- Have positive influence and impact on the development of services under the umbrella of SCDA Community Advice & Wellbeing by assisting in the creation and design of ongoing quality and method improvements
- Maintain an overall awareness of the various project budgets that come under the umbrella of 'SCDA Community Advice & Wellbeing' and their spend over the lifetime of the project/s
- Identify and utilise appropriate methods of evaluation to measure effectiveness of services
- Keep accurate records and provide written reports as required and develop and maintain appropriate recording and monitoring systems
- Maintain relevant quality standards for each service area
- Provide management and monitoring information as required by CEO, commissioners/funders or others, and participate in ongoing evaluations of the impacts of those initiatives for service users.

Other organisational responsibilities:

- Meet regularly with the CEO for 1 to 1s and project reviews and take responsibility to follow through agreed areas of work
- Actively participate in SCDA management meetings, leading on working groups as related to area of expertise
- Act as EEDI Lead for SCDA, chairing the EEDI forum which meets three times a year
- Work with HR & the Trustee representative for EEDI on implementing & embedding EEDI initiatives or measuring compliance as appropriate throughout the charity
- Organise and chair team briefs and attend various projects' Steering meetings, SCDA staff and managers meetings
- Promote and comply with SCDA's policies and procedural requirements with special emphasis on Health and Safety Policy and Safeguarding
- Fulfil other duties as may reasonably fall within the remit of this post to provide maximum flexibility in meeting the needs of the Community Advice & Wellbeing work area.

EQUAL OPPORTUNITIES

Sussex Community Development Association is working towards equality and has policies relating to the equality of opportunity in employment and service delivery. All staff are expected to comply with these policies.

HEALTH AND SAFETY

All staff have responsibility to maintain the health and safety of themselves and others within the performance of their duties in accordance with SCDA health and safety policies and to undertake specific health and safety responsibilities as necessary.

This job description will be reviewed from time to time or as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for the determination of objectives and the content is subject to annual review.

Signed by post holder:..... Dated:.....

Person specification

Desirable qualifications:

- Degree or equivalent professional qualification and/or equivalent professional experience.

Experience:

- Minimum two years experience working at management level in a voluntary or community sector organisation sourcing funding, scoping & developing, delivering and evaluating community based initiatives & services, Community Advice & Wellbeing related services preferred but not essential
- Experience of supervising & directing others/managing teams and ongoing team development, including volunteers
- Experience of working in partnership with other organisations to deliver outcomes for people
- Experience of bid writing, both at a local and national level, in partnership with others or individually; monitoring & evaluation of projects
- Experience of working with and contributing to company budgets and other financial data
- Track record of designing and developing new services, policies or procedures as appropriate to area of work
- Experience of managing complex and multiple budgets
- Able to identify partnerships for future funding opportunities
- Able to maintain records for funders, SCDA's finance department etc.

Desirable experience:

- Whether directly or indirectly, some experience of working with service users who are facing barriers to accessing information, advice services or opportunities, e.g. young people, those from diverse backgrounds & communities, older people, ex-offenders, lone parents, those with a disability

Essential skills, abilities and knowledge:

- Able to develop and deliver projects to specified deadlines
- Excellent organisational and record keeping skills, including the ability to monitor, evaluate and report to a range of funders
- Proven ability to liaise effectively with colleagues, direct reports and partner organisations
- Experience of multi tasking and multi project working
- A broad understanding of equal opportunities, data protection requirements and client confidentiality
- Understanding and alignment with SCDA values
- Confident and experienced user of MS computer systems, especially Excel, Outlook & Word.

Essential personal qualities:

- A flexible and positive approach to work and challenge
- Ability to work with minimal supervision but as part of a team
- Ability to deliver projects to specified deadlines and motivate others to do so
- Understanding of or willingness to learn about the needs of a wide range of socially excluded people
- Tact, diplomacy, tenacity and firmness where necessary
- Resilience to withstand peaks in workload
- Emotional resilience to work objectively and professionally with people facing a range of complex challenges.

Circumstances:

- Car driver & owner preferred, or able to travel in and around East Sussex easily & economically
- Able to undergo health and DBS checks as necessary.