

Kent County Council

Job Description: *Social Prescribing Development Officer*

Directorate:	Growth, Environment and Transport
Division:	Growth & Communities (G&C)
Location:	Invicta House, Maidstone, Kent
Grade:	KSG
Responsible to:	Business Innovation Manager

Purpose of the Job:

To manage, deliver and continually improve 'Positive Wellbeing' (PW) – KCC's social prescribing (SP) service, which aims to prevent and tackle loneliness and isolation among residents in Kent.

Research and respond to the needs of residents and communities in relation to social isolation and loneliness in Kent. Develop partnerships with relevant services, organisations and external partners to increase the capacity of PW to meet these needs and collaboratively achieve the aims and objectives of Positive Wellbeing.

Main duties and responsibilities:

1. Manage and develop the Positive Wellbeing (PW) Service to increase its reach based upon need, working closely with all relevant services, including the Community Warden service, and their management teams.
2. Continuously improve and innovate the PW service, its processes and delivery based on feedback and learning from service users, social prescribers and industry best practice.
3. Manage and oversee efficient day-to-day technical, administrative and customer service functions of the PW service to ensure a high-quality standard of service and effective monitoring.
4. Research and evaluate the issue of social isolation and loneliness in Kent. Consider and present ways to expand the capacity of the service across a variety of providers and sectors.
5. Provide training and support for the community connectors delivering PW, ensuring a consistent and high standard of delivery across the service.
6. Be an ambassador for the PW service. Support and contribute to the targeted promotion and communication activity of the service with support from the G&C Communications Team. Lead on the attendance of events to promote the service.

7. Work with other Social Prescribing providers, Public Health and any other relevant internal or external partners to ensure collaboration and partnership working. Keep up to date with best practice and developments in the sector.
8. Monitor and measure outcomes of the service and provide regular reports and updates on the outcomes and achievements of the service to senior management. Maintain data quality to ensure the reliability and validity of evaluation findings. Regularly review and update data collection methods to align with current standards and best practice.
9. Ensure all data is managed in line with all relevant governing legislation i.e., GDPR and Information Governance and make sure PW meets all KCC standards E.g. customer service and accessibility.
10. Support the Business Innovation Manager to demonstrate and evidence GET's impact on preventing, reducing and delaying demand for Adult Social Care and Health services. Support GET services to understand their role in addressing the wider determinants of health.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Social Prescribing Development Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	Criteria
QUALIFICATIONS	<p>NVQ level 3 (or equivalent) and / or relevant professional qualification.</p> <p>Clear commitment to continual personal and professional development.</p>
EXPERIENCE	<p>Experience of working in a customer-facing environment.</p> <p>Experience of identifying and implementing service improvements.</p> <p>Experience of partnership working.</p> <p>Experience of conducting research, evaluation and presenting key findings with recommendations.</p> <p>Experience of working in the public health sector, social prescribing, or a related field is preferable, although not essential.</p>
SKILLS AND ABILITIES	<p>Ability to deliver a public facing service and drive it forward.</p> <p>Ability to establish and sustain productive working relationships with internal and external partners using strong interpersonal skills.</p> <p>Exceptional customer service skills.</p> <p>Exceptional administration skills and attention to detail.</p> <p>Ability to manage and prioritise a heavy workload effectively and work independently with minimal supervision.</p> <p>Capable of working calmly and efficiently in challenging situations.</p> <p>Excellent verbal and written communication abilities, as well as strong presentation skills. Able to identify the right means and language for each message.</p> <p>High level of emotional intelligence and ability to understand and demonstrate empathy, care and compassion.</p> <p>Commitment to equality and promotion of diversity in all aspects of work.</p>

	<p>Exceptional IT skills and competent in use of MS Office Suite / Office 365 applications. Able to learn how to use new IT applications.</p> <p>Able to travel across the county in a timely and flexible manner at various times of the day.</p>
KNOWLEDGE	<p>Knowledge of social prescribing and the community issues it is trying to address.</p> <p>Good knowledge of the wider determinants of health and a willingness to understand Public Health priorities.</p> <p>Knowledge of General Data Protection Regulations (GDPR) and the Equality Act 2010.</p>
KENT VALUES AND ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <ul style="list-style-type: none"> - Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile - Curious - constantly learning and evolving - Compassionate and Inclusive - compassionate, understanding and respectful to all - Working Together - building and delivering for the best interests of Kent - Empowering - Our people take accountability for their decisions and actions - Externally Focused - Residents, families and communities at the heart of decision making <p>Priorities for this role are:</p> <ul style="list-style-type: none"> - Conversation and compassion – being sensitive to someone’s needs and adjusting accordingly, accepting differences. - People and partnerships - collaborate with partners and colleagues to find common ground and achieve common goals. - Radicalism and urgency – challenge the status quo, adapt to change.