

Project Officer Health and Wellbeing Fresh Visions Social Impact

Accountable to - Community Health and Wellbeing Manager

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

To devise, plan and deliver an annual programme of residents'/participants' personal development, health & wellbeing support activities and projects. Run a caseload of support work, advice and guidance for residents. Ensuring activities contribute effectively to achieving measureable impact for participants in health & wellbeing progressions / outputs / outcomes. Deliver an annual work programme to help achieve the overall Social Impact Team targets.

The location

You'll be based at one of our main offices in either Croydon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Engage and recruit target groups of residents/participants onto appropriately designed activities, understanding their needs and aspirations.
Devising and delivering individual support (personal development plans) leading to health & wellbeing progressions/outputs/outcomes.
- Develop and run group work and peer-group activities for resident participants boosting skills and providing training enabling participants to achieve measureable improvements in confidence and control of their lives.
- Devise, run activities in line with a work-plan agreed with the manager. Including activities partnered/co-delivered by partner agency tutors or specialist sessional staff. Supervise the planning and delivery of work by the project partners/delivery agency (Example sessional specialist tutors or trainers).
- Devise and run an annual caseload of 1-2-1 personal health & wellbeing support, advice and guidance for residents/participants.
- Run an effective performance framework for projects & activities including overseeing and achieving activity expenditure within an agreed budget.
- Identify and establish partnership working arrangements with specialist local agencies or subcontracted service providers. Monitor and oversee project service provision, (Examples specialist sessional tutors or trainers. Project partner agencies).
- Develop a good understanding of local health and community partnerships. Plan, programme and deliver activities in partnership with local community health agencies and organisations. Maximising development opportunities for Southern Housing residents/ participants.
Work at a local level with relevant organisations and service providers to deliver personal support, training or support services required to meet project outcomes for residents/participants.
- Monitor, evaluate, constantly review and improve activities. Ensuring participants' needs are met. Maintain appropriate project management records, data and information systems.

Ensuring accurate data collection and case study information enables reporting on key performance indicators and supports service promotion and marketing.

Produce regular performance and case study reports including formal audit reports as required by Southern Housing, project sponsors or external funders.

- Supervise the work and activity of project volunteers. Encouraging and supporting them to ensure activities are well-run and complete, with a rewarding volunteering experience of high quality.
- To market and promote both Southern Housing's wider Social Impact work and local projects and activities to residents and stakeholders. Representing Southern Housing at external meetings, partner events and with external stakeholders.
- Provide a 'right first time' quality service offer embracing customers' needs and preferences. Contributing to department and corporate objectives on customer satisfaction. Handle a wide-range of client casework in personal development and health & wellbeing support advice and guidance.
- Embrace, promote and relentlessly role model the Southern Housing culture and HEART values. Delivering excellent customer services, value for money and embracing diversity.

Relationships

Indicate below key networks and relationships the job holder will need to maintain or develop:

- Residents / participants/ service customers
- Community volunteers
- Project/activities partner organisations and stakeholders (Examples include:
Sessional workers: contracted agencies, specialist, or support service providers:
Session tutors or trainers. Personal development and employment support professionals
- Southern Housing Co-workers/teams (Resident Involvement, Financial Inclusion and Digital, Housing & neighbourhood management ASB Care & support services)
- Project funding agencies and local strategic stakeholders LA and council representatives, local health partnership representatives.
- Local employers and business networks, health agencies, NHS, GPs, JCP, Jobs agencies

What you'll need:

1. **Knowledge/Experience**

- Relevant professional qualifications in employment support, community development, community health service delivery, youth work/young persons' services, health care provision or relevant work-based experience of similar experience
- Successfully working with customers and community stakeholders to deliver training and advice activities.
- Successfully provided 1-2-1 support, information advice and guidance
- Experience in supervising volunteers and project participants
- Excellent communication and customer service skills

2. **Skills**

- Develop and work in local project partnerships with other agencies/organisations including contracted co-workers/sessional workers.

3. **Abilities**

- Ability to prepare precise reports on project activities including performance and financial data and record keeping.

Further relevant information

Travel between sites will be required for this role.

There may be a requirement to attend meetings and other activities outside of normal working hours.

Adopt and comply with strategy and regulatory requirements, organisational values, policies and procedures, including Health and Safety, Equality and Diversity, Procurement, Data Quality & Assurance, Safeguarding, Value for money.

No Job description can cover every issue which may arise within the job at various times, and I am expected to carry out other duties from time to time, which are broadly consistent with those described.

CREATING
COMMUNITIES
TOGETHER

