

**Job Title:** Living Well (Derby Wellbeing) Service Manager

**Responsible to:** Contracts Manager

**Salary:** £32,550

**Job location:** Derby City

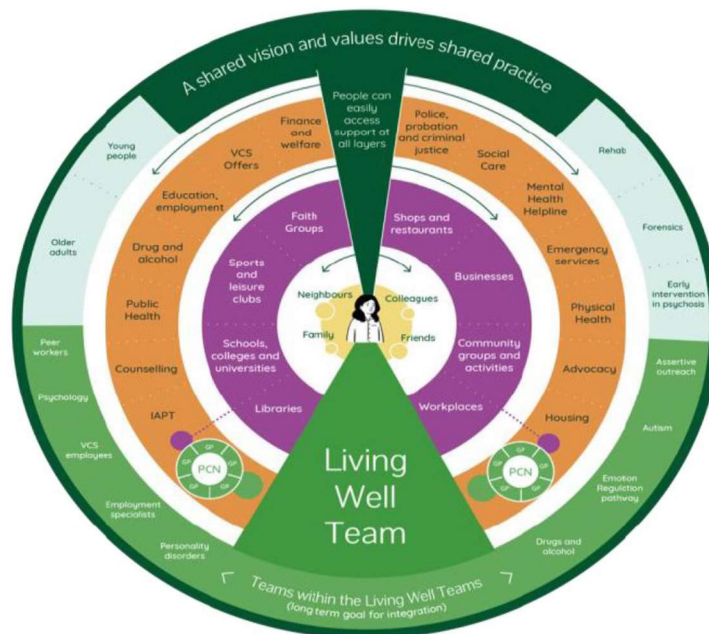
**Work Pattern:** 37.5 hours per week

**The Service Aim**

The NHS Long Term Plan (LTP) and Community Mental Health Framework (CMHF) recognises the social, self-care and prevention value of the voluntary, community and social enterprise (VCSE) sector and has a strong steer towards working in partnership with the VCSE sector to create a successful integrated care system.

VCSE leadership is key to ensuring the design and delivery of services is genuinely co-produced and VCSE organisations will often hold detailed knowledge of the existing infrastructure, assets and support communities' access, and can help ensure new services are designed in a way that recognises this existing local context.

Derbyshire are in Year 3 of a 3-year programme to transform and co-produce locality based Multi-Disciplinary "Living Well" Teams (MDTs), with significant emphasis on a larger workforce that would sit with the VCSE. The main issues highlighted were the need to further support the 2 teams covering the Living Well STO (Short Term Offer) and later the LTO (Long Term Offer), supporting communication across the system and work to a unified vision to build relationships across The Living Well Model.



The Multi-Disciplinary "Living Well" Teams (MDT's) have brought together the statutory sector, voluntary sector and people with lived experience, with a range of backgrounds in social, medical, practical and clinical support. The work is genuinely multidisciplinary where decisions are shared.

The aim is to offer people easily accessed personalised support that's focuses on people's assets and persona goals. The MDTs also support access to a range of other support offers ranging from community support to more specialised clinical therapies.

**Role purpose**

We are seeking to recruit a **service manager** to play a crucial role in leading the VCSE workforce, fostering community partnerships, coordinating and have operational oversight of the Living Well VCSE workforce in Derby City. They will ensure that all services are delivered effectively, efficiently and to a high standard.

**Main Duties and Responsibilities**

Responsibility	Details
Leadership & Service Management	<ul style="list-style-type: none"> <li>• Provide visible leadership for the Living Well service</li> <li>• Directly line manage <b>2 FTE Wellbeing Leads, 1 FTE Information &amp; Promotion coordinator</b></li> <li>• Ensure effective collaborative working to deliver high-quality support</li> <li>• Continually gather service data and monitor performance</li> <li>• Develop reports on progress/delivery for Commissioners, Collaboratives and senior management</li> <li>• Be part of the Citizens Advice Mid Mercia Operational Team</li> </ul>
Partnership & Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Expand existing relationships and establish new connections</li> <li>• Work with 500+ partners across Derby and Derbyshire</li> <li>• Facilitate local collaboratives to support service values</li> <li>• Attend alliances and forums to raise awareness of services</li> <li>• Share feedback with Commissioners and the Lived Experience Forum</li> </ul>
Performance Monitoring & Reporting	<ul style="list-style-type: none"> <li>• Monitor staff capacity through supervision and team meetings</li> <li>• Review training records and ensure staff complete necessary training</li> <li>• Implement monitoring systems for service outputs, outcomes and impact</li> <li>• Continually gather service data and monitor performance</li> <li>• Implement mitigating actions for any performance concerns</li> </ul>

Service Development & Community Engagement	<ul style="list-style-type: none"> <li>• Propose and implement service delivery improvements based on feedback</li> <li>• Ensure the service is inclusive and accessible to all communities</li> <li>• Conduct community mapping to identify hard-to-reach areas</li> <li>• Develop targeted campaigns for community-specific needs</li> <li>• Engage in community events to promote the service</li> </ul>
Risk Management & Compliance	<ul style="list-style-type: none"> <li>• Maintain and review the service Risk Register</li> <li>• Implement mitigating actions for identified risks</li> <li>• Ensure adherence to organisational policies and procedures</li> <li>• Maintain compliance with Equality, Diversity and Inclusion</li> <li>• Manage budgets</li> </ul>
General	<ul style="list-style-type: none"> <li>• Comply with all the organisation's published policies and procedures, <i>Health and Safety, Confidentiality, and Equal Opportunities</i>.</li> <li>• Maintain regular contact with voluntary and statutory agencies.</li> <li>• Undertake other such duties as may be required to ensure the effective delivery and development of the service</li> <li>• Promote the aims, principles and membership requirements of the CAMM Services</li> <li>• Work to the values of Living Well /Derby Wellbeing and the standard operating procedures</li> </ul>

## CORE VALUES

All members of the organisation will commit to:

- **Communicate:** We will be consistent, positive, passionate and listen.
- **Ownership:** We will be accountable, make a difference, meet deadlines, keep promises and have solutions.
- **Respect:** We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.
- **Effective:** We will deliver quality, focus on detail and be professional.

## Personal Specification

### Essential

- Experience in multi-agency collaboration and partnership working within health and social care settings, particularly with VCSE organisations and statutory mental health services
- Successfully leading team, managing people and delivering services
- Strong understanding of person-centered, recovery-focused approaches
- Excellent communication and interpersonal skills
- Proficiency in data analysis, performance monitoring, and reporting of outputs / outcomes (including use of case management systems)
- Knowledge of the wider health and social care system in Derby
  
- Managing complex and confidential information with discretion and personal integrity
- Ability to work on multiple tasks, meet short deadlines, and perform under pressure
- Ability to build positive, professional, and cooperative relationships with external stakeholders

### Desirable

- Significant experience in managing community-based mental health or wellbeing services
- Experience in facilitating collaborative meetings or forums

### Want to chat about this role?

If you want to chat about the role further, you can contact:

- Sarah Brown (**Chief Operating Officer**) 07815 741822
- Elizabeth Holt (**Development Manager**) 07841 918993
- Sneeta Binning (**Contract Manager**) 07901 143079
- [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk)