

## Job Description

<b>Job Title:</b>	Wellbeing Lead (maternity cover 12 months)
<b>Hours:</b>	30 hours per week, Monday to Friday, working pattern to be agreed, with occasional out of hours work
<b>Responsible to:</b>	Chief Officer

### About OCA:

Oswestry Community Action (OCA) is a charity which aims to positively impact health and wellbeing and an improved quality of life for people in Shropshire and the Borderlands by providing services such as social connection, lunch clubs, social groups, digital skills and community transport.

Our ethos is access to services for all. We have developed our offering over time in response to local need such as rural poverty and lack of opportunities; particularly social isolation, education and poor public transport provision. We have a community hub in Oswestry which is a safe place to engage in a variety of activities.

### Main purpose of Wellbeing Lead:

The role holder will lead our wellbeing programme aimed at supporting isolated and vulnerable people of all ages, including people with disabilities or long-term health conditions, individuals with neurodiverse needs, and more recently, people from marginalised ethnic and cultural backgrounds.

Many of our beneficiaries face compounded challenges due to where they live, with isolation, financial hardship, and health inequalities more pronounced in remote areas. Our wellbeing programme directly addresses these barriers by providing community-led wellbeing and friendship support.

The Wellbeing Lead will oversee all aspects of programme delivery, including the line management of a small team of staff and volunteers, monitoring of service delivery and reporting.

### Responsibilities

The main duties of the role holder are listed below, but are not limited to -

#### Social connection service

1. To lead the social connection service to support isolated and vulnerable people. To encourage people out of their homes, to build confidence and support people to participate in their communities.
2. Expand our connection and companionship services to include more small-group, in-person sessions, while continuing to offer telephone companionship where preferred.
3. To recruit, support and manage a diverse range of social connection volunteers from within communities and organisations of Shropshire.

4. To manage and support the social connection volunteers to ensure they are equipped with the skills and knowledge to in turn assist others.
5. Oversee Health & Safety responsibilities with regards to volunteers.
6. Develop links and relationships with a wide range of partners from across public, private and third sector organisations, harnessing their commitment and support in recruiting local volunteers.
7. Ensure effective monitoring and reporting is in place for the life cycle of the programme, including impact, qualitative and quantitative outcomes.

### **Social groups and outings**

1. To oversee the organisation and effective delivery of social group meetings. Ensuring topics and speakers reflect equality, diversity and inclusion in our community.
2. Evolve the lunch club model into a more flexible format.
3. Expand day trips using our community transport to promote social connection and access to nature.
4. Monitor the effectiveness of the social groups to understand their impact.

### **Strengthen engagement with underserved communities**

1. Provide additional support to underserved communities due to barriers such as language, isolation, and limited access to information or support networks.

### **Partnerships**

1. Work in collaboration with partners to continue a financial support service for Oswestry residents. Support will include a financial review of income and expenditure, including advice to maximise income, reduce expenditure and improve budgeting skills.
2. Monitor and report the number of referrals and impact of the support.

### **Project Lead**

1. To take line management responsibility for staff delivering project related activities, such as, but not limited to, Cancer Champions and the Blood Pressure projects.
2. Develop a comprehensive understanding of each project delivery model.
3. Where required, attend project meetings to represent OCA.

### **Reception**

1. Manage all aspects of the reception service at OCA including line management of the team.
2. Identify opportunities for process improvements and collaboration with other OCA departments.

### **General**

1. Line management responsibility for a small team of Wellbeing & Social connection Co-ordinators plus project staff.
2. Part of the OCA Senior Management Team, actively contributing to the efficient running of the charity from both an operational and strategic perspective.
3. Manage and provide support to volunteers, including giving feedback, monitoring performance and personal development.

4. Responsible for managing the budget associated with the programme.
5. Ensure all reporting and monitoring requirements of the programme are completed ahead of time and within the requirements of the programme management group.
6. Attend programme meetings to ensure the ongoing success of the programme.
7. Oversee Health & Safety and safeguarding responsibilities in respect of the programme. Ensuring adherence to procedures including escalation protocols.
8. Any other work associated with the programme as agreed with your line manager.
9. Identify opportunities for continuous improvement through learning.

## **Person Specification:**

### **Essential**

- Educated to 'A' level or equivalent professional experience.
- Demonstrate a good understanding of community engagement approaches.
- Previous experience of managing a team.
- Proven project management experience; based on time, cost and quality principles.
- Excellent verbal and written communications skills, including well-developed listening skills.
- Ability to build and sustain effective and positive relationships.
- Proven track record of problem solving.
- Ability to communicate with and engage a broad range of people and audiences.
- Ability to engage with communities and individuals from 'hard to reach' groups.
- Experience of developing and maintaining positive relationships with stakeholders.
- Well-developed IT skills including competent use of Microsoft Office applications such as Word, Excel and Outlook, along with programme specific software.
- Ability to work without direct supervision, using agreed procedures to manage your own workload.
- Experience of working to agreed targets.
- Highly motivated to achieve the aims of the programme, including early intervention to address any concerns.
- Clean driver's licence and access to a car with insurance for business use.
- Normal working days Monday – Friday.
- Flexible and adaptable, willing to work some evenings and weekends as required.

### **Desirable**

- Knowledge and experience of recruiting, working with and supporting volunteers.
- Good working knowledge of Shropshire (local authority area), its communities and geography.
- Experience of operating at a strategic level.

### **Values and Personal Attributes**

- A genuine desire to make a positive difference.
- Able to identify priorities and self-organise a busy workload.
- Results orientated, keen to achieve and exceed targets.
- Resourceful and adaptable.
- Friendly, positive and professional.
- A team player, with a willingness to support the overall activities of the charity.
- Commitment to on-going learning and personal development.