

Projects Lead

(Salary as advertised)

**Barnet & Harrow &
Other sites**

37.5 hours per week

6 months Fixed Term

1. Main purpose of the role

The Projects Lead will be responsible for implementing and embedding various projects across the organisation. Part of the role will be based across Barnet and Harrow, as Capital Card Lead for these services. The Capital Card is WDP's loyalty card scheme. Service users are given points every time they attend an appointment, see the nurse or take part in an activity identified on their care plan that contributes towards their care plan. They can then 'spend' the points they earn in their local community: gym membership, exercise classes, cookery lessons, cinema tickets etc.

The Projects Lead will also lead on implementing and embedding the role of Building Recovery In Communities (BRIC) Co-ordinator in some of our newly won services (Merton, Islington, Redbridge, Brent) and embedding Carers' support across these services.

- ▶ Capital Card Lead for Barnet and Harrow
- ▶ Source and maintain relationships with spend partners
- ▶ Attendance at Capital Card monthly meetings
- ▶ Collation of monthly report for all boroughs
- ▶ Line Management of Capital Card volunteers and peer mentors in Lead boroughs
- ▶ Upkeep of Project Plan and implementation of BRIC Co-Ordinator role in newly won services
- ▶ Upkeep of Project Plan and implementation of Carers' support in newly won services
- ▶ Carers Consultations

You will be expected to work a 37.5 hour week. The post holder will report to the Innovation & Research Manager who is based at WDP's Head Office at Dartmouth Street, but will be based at least two days across Barnet and Harrow and spend time in the newly won services (Brent, Redbridge, Islington, Merton) implementing the BRIC role and embedding Carers' support.

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to ▶ Line manages 	<pre> graph TD A[Innovation & Research Manager] --- B[This Role] B --- C[Capital Card Peer Mentors] </pre>
---	--

<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Line Manager ▶ Peers ▶ Service Users ▶ Capital Card Assistant ▶ Volunteers ▶ Peer Mentors ▶ Spend Partners 	<pre> graph TD PL((Projects Lead)) --- LM((Line Manager)) PL --- SP((Spend Partners)) PL --- VPM((Volunteers & Peer Mentors)) PL --- CC((CC Assistant)) PL --- SU((Service Users)) PL --- P((Peers)) </pre>
---	---

3. Role-specific responsibilities

<p>3.1</p>	<p>Barnet Capital Card Lead</p> <ul style="list-style-type: none"> ▶ To promote the Capital Card® in Barnet and increase literacy for service users and staff ▶ To maintain Barnet’s Capital Card dashboard (add rewards, data cleanse etc) ▶ To produce service level information for service users regarding Capital Card rewards ▶ To source and maintain relationships with spend partners ▶ To produce SLAs for new spend partners and to liaise with Central Capital Card services for adding logos and updating website communications
------------	---

	<ul style="list-style-type: none"> ▶ To coordinate Capital Card pop up shops with support from Peer Mentors ▶ To promote Capital Card app ▶ To collect and collate service user and staff feedback and survey data ▶ To liaise with Capital Card Assistant regarding Capital Card Ambassadors ▶ To line manage Capital Card Peer Mentors and Volunteers based in these services ▶ To attend monthly Leads meeting
3.2	<p>Harrow Capital Card Lead</p> <ul style="list-style-type: none"> ▶ To promote the Capital Card in Harrow and increase literacy for service users and staff ▶ To maintain Harrow’s Capital Card dashboard (add rewards, data cleanse etc) ▶ To produce service level information for service users regarding Capital Card rewards on offer ▶ To source and maintain relationships with spend partners ▶ To produce SLAs for new spend partners and to liaise with Central Capital Card services for adding logos and updating website communications ▶ To coordinate Capital Card pop up shops with support from Peer Mentors ▶ To promote Capital Card app ▶ To collect and collate service user and staff feedback and survey data ▶ To liaise with Capital Card Assistant regarding Capital Card Ambassadors ▶ To line manage Capital Card Peer Mentors and Volunteers based in these services ▶ To attend monthly Leads meeting
3.3	<p>BRIC Co-ordinator Implementation</p> <ul style="list-style-type: none"> ▶ To implement BRIC Project Plan ▶ To train new BRIC Co-ordinator in partnership with Recovery in Action team ▶ To embed role of BRIC Co-ordinator in new services ▶ BRIC Co-ordinator will act as Service Capital Card Lead so will share knowledge re this part of the role
3.4	<p>Carers’ Support</p> <ul style="list-style-type: none"> ▶ To implement Carers’ Project Plan ▶ To liaise with existing Carers services in new boroughs ▶ To embed Carers support within new service provision
3.5	<p>Other Projects</p> <ul style="list-style-type: none"> ▶ To lead on implementation of small projects across WDP as and when the need arises
3.4	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team

	<ul style="list-style-type: none"> ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP’s policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable. ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.
<h4>4. WDP’s commitment to you</h4>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
<p>4.1</p>	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
<p>4.2</p>	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
<p>4.3</p>	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
<p>4.4</p>	<p><u>Safeguarding</u></p> <p>WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.</p>
<p>4.5</p>	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>

5. Your commitment to WDP

5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

Person specification

E/D Measured by

<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
1.	Education, knowledge and experience		
1.1	At least 2 years' experience of working in a developmental and managerial role in substance misuse setting or similar	E	A/I
1.2	Project Management - experience of implementing and embedding projects across a range of settings	E	A/I
1.3	A good understanding of the support needs connected to drug and alcohol and mental health recovery and the needs of Carers	E	A/I
1.4	An empathetic nature and non-judgemental attitude	E	A/I
1.5	An understanding of confidentiality and Information Governance	E	A/I
2.	Abilities and skills		
2.1	Excellent written and verbal and non-verbal communication skills	E	A/I
2.2	High degree of personal IT competency	E	A/I
2.3	Excellent interpersonal and people management skills, evidenced through appropriate training and experience	E	A/I
2.4	Excellent project management skills	E	A/I
2.5	Proven ability to develop effective relationships with various stakeholders to effective pathways for disadvantaged client groups	E	A/I
2.6	A pro-active work ethic, with an ability to work on own initiative and to agreed deadlines under pressure	E	A/I
2.7	Ability to deliver successful outcomes within a challenging performance-driven environment.	E	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I

3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
4. Key competencies			
4.1	Establishing Focus	E	A/I
4.2	Provide Motivational Support	E	A/I
4.3	Fostering Teamwork	E	A/I
4.4	Empowering Others	E	A/I
4.5	Developing Others	E	A/I
4.6	Managing Performance	E	A/I
4.7	Excellent Communication (written, oral, persuasive, influencing, interpersonal awareness)	E	A/I
4.8	Building Collaborative Relationships	E	A/I
4.9	Service User Focus	E	A/I
5. Equality, diversity, vision, mission and values			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I

5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6.	Circumstances				
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.0	14.03.2018	ZS		