 **KENSINGTON AND CHELSEA SOCIAL COUNCIL**

**JOB DESCRIPTION**

**JOB TITLE: Monitoring and Communications Officer**

**REPORTING TO:** Deputy Chief Executive Officer & Strategic Health Lead

**HOURS:**  35 hours per week

**SALARY**: £24,717pa

**CONTRACT**: 3 months contract

**Kensington and Chelsea Social Council is seeking to recruit someone on a temporary basis to be the Monitoring and Communications Officer for a Self Care Pilot Programme for which we are the contract manager. This is a full time post but can be flexible in relation to reducing full time hours to a more flexible working week.**

The Self Care Programme is funded by West London Clinical Commissioning Group and is part of the Whole Systems Integrated Care Programme which targets people aged 65 and older particularly with long term and complex health needs. The role of KCSC is to act as the referral agent between clinicians and wellbeing services provided by the voluntary and community sector in Kensington and Chelsea.

Much of the work carried out by the Monitoring and Communications Officer will be done on computer with some liaison with providers included, so good IT and communication skills are vital.

**Main areas of responsibility are:**

* Collect and report on data enabling evaluation of the progress and outcomes of the patients referred through the service and the impact of VCS services involved in the project.
* Maintain up to date information on a range of self-care resources and provide advice and support to VCS providers on their utilisation.
* Obtain and maintain information on the range of local services available using KCSC and People First directory and report on any gaps in service that become apparent through the project.
* Work with a range of local VCS providers of health and well-being activities to promote access to services for people referred to the project.
* To maintain satisfactory records of all work undertaken contributing to the collection of monitoring information and preparation of progress reports.
* Chase monitoring ensuring VCS providers submit on time.
* Check quality of participating organisations and KCSC monitoring - make recommendations to Co-ordinator based on findings.
* Liaise with participating VCOs on their monitoring and provide support/advice to improve their monitoring requirements.
* Attend regular self-care meetings.
* Process incoming referrals, ensuring appropriate information is received to pass on to the provider. Follow up with referrers in cases were information received is insufficient.
* Answer telephone queries from referrers and provides about the project and referral process
* Regularly update KCSC website with self care information, news and other resources.

## **General**

* To undertake general work as part of the Social Council team, providing general information regarding the Social Council's services; and to participate in team meetings and activities as required.
* To receive regular supervision from the post-holders manager and attend training courses as required.
* At all times to work within the Social Council's policies including Equal Opportunities, Health & Safety at Work and Confidentiality, and to observe the requirements of the Data Protection Act and Health & Safety legislation as required.
* To promote the services offered by Kensington & Chelsea Social Council.
* To work outside of normal office hours on occasional evening or weekends as required.
* Any other duties as requested by the post-holder’s manager that are commensurate to the post.

Please note this job description is intended to outline the main duties of the post and may change as the post and organisation develop and the opportunities in external environment change.

**Conditions**

3 months contract based on a 35 hour week (this may include some unsociable hours for which Time off in Lieu will be given)

**Contact**

If interested, please contact Sylvia Nissim on 020 7243 9800 to arrange a telephone interview with the Chief Executive – Angela Spence by **Tuesday 6th December**. If successful, you will be invited to undertake a computer test where your IT and database skill levels will be assessed.

The Successful candidate must be able to start at the latest by Tuesday 3 January 2017. The earliest start date can be Monday 12th December 2016.