

<b>Job Title:</b>	Social Care and Employment Programme Manager
<b>Location</b>	National (London & Manchester)
<b>Salary:</b>	£34,000 – 36,000 (Depending on skills and experience)
<b>Responsible To:</b>	Matrix Line management – Operations and Community Services

## Job summary

Langdon are an ambitious forward thinking Learning Disability organisation working with the Jewish Community in both London and Manchester. The Programme Manager is a vital role which will support members to be an active part of their community.

The Programme Manager will help members maintain independent lives, to identify what matters, engage with the communities around them and plan a positive way forward together. The Programme Manager will have full responsibility for the operational delivery and on-going development of the member's engagement and employability programme and its related activities across both communities.

Central to the role is the development of activities in arts and creativity (including visual arts, dance, drama and music) and in building life skills (including healthy eating, physical exercise and digital skills) as well as employment and training (paid / voluntary work, college vocational courses)

The Programme Manager will provide support members in four main ways:

- 1. Wellbeing - Health, Interests, fitness and holidays**
- 2. Community Connection – Jewish culture, arts, creativity, sport**
- 3. Employment and Skills - employability, digital inclusion, vocational training**
- 4. Beyond Business - social enterprise start up and support**

You will promote that work helps people feel better about themselves, improving their self-esteem and satisfaction with life, supported employment is a proven part of assisting people with training and employment opportunities for the members we work with.

Pro-active, you will build relationships with employees, employers, members, staff, volunteers and key stakeholders while continually encouraging and motivating the team to promote the values and principles of Langdon.

You will also be expected to provide support to a community team adapting roles and grappling with change during the global pandemic and economic downturn. The role involves securing a plethora of opportunities, with a focus on meaningful leisure, employment, recreation as well as further developing the digital offer, to promote opportunities and progress an online opportunities.

### **Scope of the role**

The role is responsible for overseeing and delivering the Community Programme and employment opportunities for members at Langdon.

You will provide a welcoming and supportive environment, while delivering an inclusive programme to adults with learning disabilities, autism and/or mental health challenges. You will be collaborative in your approach working with other team members to achieve the goals of the programme, maintaining good relationships and providing clear communication across people, both internally and externally of Langdon.

### **Key responsibilities of the role**

The role includes the following duties however these may change as the post evolves:

#### **Strength based approach for Positive Outcome**

- To ensure all Members are central to decision making and informed lifestyle choices.
- To ensure members stay connected to their families and their community.
- To ensure that a strength based approach places members at the centre of everything Langdon do with the staff team understanding member's preferences, beliefs and achievements.
- To ensure that member's activities maintain relationships, reduce social isolation, increase mobility and meaningful engagement with social activities and employment opportunities.

#### **Operational management**

- Ensure the programming reflects to the vision, mission and values of Langdon Community and oversee the operation and efficient administration of the programme and its projects and activities.
- To develop creative ways to positively engage with members focusing on the wellbeing benefits of the programme on offer, building new friendships and community links
- To ensure the effective and efficient use and support of volunteers in a range of roles: connecting, escorting, running sessions.
- Provide a time limited support service to members.
- Create and maintain quality assurance and project improvement systems that monitor standards and support high quality delivery.
- Work closely with the Head of Community, Employment, Social Enterprise, Volunteering, Jewish Culture to integrate approaches and services.
- Where applicable, create and maintain systems that meet legal and regulatory compliance.
- Create and maintain quality assurance and improvement systems that monitor standards and support delivery of Community Engagement and Employment to high standards.
- Create forward plans of accessible weekly / monthly activity schedules.

#### **Programme Development**

- Ensure co-production and co-delivery are central to programming of activities.
- Co-produce, once a year holiday options for members to go on trip away from home.
- Create programmes for the growth and delivery which are innovative and creative in conjunction with the Employment, Social Enterprise and Community team.
- Work with the Fundraising department and secure new sources of funding to deliver the programme.

### **Team leadership and staff management**

- Line manage, coach, support and mentor sessional staff and volunteers to ensure a motivated and high performing team.
- Provide evaluative reports on team activities and performance to Directors and HR as required
- Hold regular one-to-one meetings with sessional staff / volunteers and briefings with the full team
- Recommend and implement training as appropriate.

### **External and internal reporting**

- Gather and collate information, including case studies, in order to demonstrate the impact of the programme.
- Produce appropriate learning materials, guides and materials.
- Devise, post and manage marketing material to promote programme to members.
- Monitor and evaluate the effectiveness of the programme and its projects and the achievement and project targets .
- Ensure that income and expenditure targets are adhered and agreed contribution is achieved
- To report on any budget variances in income and expenditure.
- Ensure systems are developed and maintained to keep accurate records relating to the delivery of activities.
- To carry out risk assessments of sessions and analysis of health and safety related activities.
- To investigate, report & record and report on lessons learnt in regards to all complaints.
- To act in a timely manner in response to concerns, complaints and compliments.
- Produce and agree an annual budget and programme plan.

### **Partnerships and collaboration**

- Work with members, families and key stakeholders in a wide range of circumstances to make the best connection possible in their situation.
- Establish relationships and build rapport and trust, actively listening to the individual and finding solutions with the member in an empowering manner.
- Maintain knowledge of the key employers, local groups, activities and opportunities that the service will support members to engage with.

### **Key Values**

In addition to undertaking the duties as outlined above, the post holder will be expected to adhere to the following:

- **Equality & Diversity**  
To act in accordance with the Organisations Equality & Diversity Policy, which is designed to prevent discrimination of any kind.
- **Health & Safety**  
Ensure that all duties are carried out in line with the Organisation's Health & Safety Policy.
- **Risk Management**  
Responsible for reporting complaints, incidents and near misses through the appropriate reporting procedures.  
Responsibility for attending health & safety training as required.

Responsibility for assisting with risk assessments.

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks and should be taken only as a general outline of the duties of the post holder. Langdon reserves the right to alter the content of this job description to reflect the changing needs of the business, but is a correct reflection of the duties of the post at the time of writing.

**Acceptance**

I agree to undertake the duties of the job in accordance with the above.

**Signed..... (Post Holder)**

**Name .....(Print)**

**Date: .....**

**Signed..... (Line Manager)**

**Name .....(Print)**

**Date: .....**

**This document is to be signed and returned to the HR Department on your appointment and/or at the review point for Langdon Job Descriptions. The signed copy will be retained on your Personnel File.**

**PERSON SPECIFICATION**  
**Social Care & Employment Programme Manager Role**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to Degree level or extensive work experience in relevant field</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a Social Care / Employment / Social Enterprise / Children and Young People's Service or equivalent Organisation.</li> </ul>
<b>Proven Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working with adults with learning disabilities, autism and people with learning disabilities, autism and/or mental health challenges.</li> <li>Experience managing people/ sessional staff in service delivery and people focused roles</li> <li>Experience of developing links with local organisations, employers, as well as statutory and voluntary agencies to identify job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Delivering and running programmes and activities within health and social care sector.</li> <li>Managing volunteers</li> <li>Project management skills</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Willingness to encourage creativity amongst staff and volunteers</li> <li>Ability to deliver sessions with a practical 'hands-on' approach</li> <li>Understanding of marketing and promotion</li> <li>Ability to work in fast paced environment; juggling multiple projects simultaneously</li> <li>Working effectively in the context of change</li> <li>The ability to manage relationships with internal and external stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Assessor Qualification, or willingness to work towards</li> </ul>
<b>Leadership and Organisational Skills:</b>	<ul style="list-style-type: none"> <li>Able to encourage, support and inspire sessional staff and volunteers on an individual level and in large groups and able to create shared and individualised programmes</li> <li>Committed to quality and improvement within your role and team</li> <li>Committed to excellence and ambition within your role</li> <li>Ability to manage time and workload effectively without direct supervision.</li> </ul>	<ul style="list-style-type: none"> <li>Track record of problem solving, innovation and creativity</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>Excellent written and verbal communication skills</li> <li>Proficient in key MS Office modules and web based social network platforms</li> </ul>	<ul style="list-style-type: none"> <li>To be a car driver</li> </ul>

	<ul style="list-style-type: none"><li>• This role requires the successful candidate to complete a Disclosure Barring Service (DBS) check in compliance with Langdon’s policies and procedures</li><li>• Candidates should indicate an acceptance of and commitment to the principles underlying Langdon’s Equality &amp; Diversity and Health &amp; Safety Policies.</li><li>• Ability to work flexibly outside work hours – evenings and weekends</li></ul>	
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