**Job Profile Information: Commissioned Services Coordinator**

**This supplementary information for Commissioned Services Coordinator is for guidance and must be used in conjunction with the Job Capsule for Job Zone 1; Level 2; Camden Way Category 1**

**1.0 FTE - Permanent**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To increase participation in and completion of the commissioned services; an exercise referral and adult weight management programme managed and delivered by the Sport & Physical Activity Service and funded by Camden & Islington Public Health.

This role will focus on achieving maximum take-up by residents most ‘at risk’, thereby addressing rising levels of obesity, poor mental health and health inequalities.

The post-holder will be expected to support the organisation of all aspects of the programme including: the physical activity hub, updating the data management system, managing patient’s referrals, attending events and supporting outreach.

**Example outcomes or objectives that this role will deliver:**

* Target resources at priority areas and inequalities.
* Working as part of the physical activity hub and engaging those who are most at risk, vulnerable and with long term health conditions; mental health, diabetes, stroke etc into appropriate sport and physical activity opportunities.
* Process referrals using computerised systems accurately recording all participant data to ensure timely and complete quarterly reporting to Public Health. The post-holder will also be responsible for ensuring that participant’s data fulfil appropriate milestones as outlined.
* The post-holder will be responsible for processing referrals, collecting and recording participant data and retaining clients to completion. This includes speaking with patients on the phone or by SMS text message and updating the referral system.
* To work closely with Aquaterra and their instructors/volunteers/facilitators; ensuring the highest possible standards of service & quality assurance.
* To ensure professional and effective working with both internal and external partners; including the organisations delivering the other commissioned lifestyle services (health checks and smoking cessation), Public Health Camden & Islington, Sport & Physical Activity Service and health professionals.
* Understands need and collaborates with health care professionals on embedding SPA in care pathways.
* Monitor and evaluate the impact of services using relevant methods and data
* Work closely with the Retention Officer and Active Living Officer to achieve the above.

**People Management Responsibilities:**

This role has no line management responsibilities

**Relationships:**

This role will develop and maintain strong relationships with the following internal relationships and partnerships; Public Health, CCG, GP's, Health and Primary Care professionals CSF, Adult Social Care, Culture, Corporate Communications, Youth Service, Community Safety, Members Office. These will be required at officer level. And external relationships and partnerships with; Community based organisations (typically director / CEO level) both delivery and representative agencies or groups, local ward councillors, relevant Cabinet Members, service providers such as GLL, Jubilee Hall Trust, CYMCA, governing bodies of Sport, London Sport and Sport England.

The nature of these relationships and partnerships are likely to be developmentally focused on developing new opportunities for sport and physical activity particularly for the most inactive and excluded and to improve the service offer.

**Work Environment:**

The post holder will be required to manage effectively and work independently, to work to deadlines and deal with challenges, shifting priorities and new opportunities in a flexible and positive way. The main office base will be 5 Pancras Square, however, the nature of the role will require the post holder to work remotely at partner locations as dictated by project of programme requirements. Evening and weekend work should also be expected.

The post holder will be required to work in creative and innovative ways that explores possibilities to overcome local challenges. The post holder will have budget holder responsibility for set projects.

**Technical Knowledge and Experience:**

A relevant qualification or extensive relevant experience.

Development and maintenance of strategic relationships and partnerships

Knowledge and or experience of working with people with long term health conditions and designing appropriate interventions

An in depth understanding of health inequality and how sport and physical activity can help to address it in the widest possible sense.

Ability to convey complex ideas and issues both verbally and in writing to senior managers, partners and elected representatives.

Managing complex work load including management of complex projects simultaneously including capital projects.

Experience of managing targeted initiatives and programme

Experience of managing capital projects

Experience of developing interventions that address inactivity particularly amongst out most deprived community groups and those with complex health needs

Knowledge of need and barriers to participation including equalities issues

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Chart Structure**