



RECRUITMENT PACK

SERVICE DEVELOPMENT MANAGER

CLOSING DATE 23rd NOVEMBER 2020

Introduction

Thank you for your interest in joining Living Well, Bromley. Living Well aims to build a caring community, where people feel accepted, loved and valued. Based at Holy Trinity Beckenham church in Penge, Living Well has grown significantly. We began in 2011, with just a handful of people meeting for lunch once a week. Now, there are activities happening almost every day; including advocacy, a foodbank, art therapy, a community garden and help with addiction, debt and mental health. Some of the people who come to us are living in poverty, or struggling in other ways. Many of them tell us that they feel very alone. Increasingly, people come to us with complex and multi-faceted problems, including debt, addiction and homelessness.

Our hope is that everyone taking part in Living Well will feel welcomed and part of the community and experience friendship and a sense of belonging. We are seeing increasing numbers coming for help. In order to respond to this rise in demand, we are looking for an Service Development Manager, who will bring energy, expertise and commitment as we plan for the future. This information pack tells you more about Living Well and the people who take part, as well as the type of person we are looking for and how to apply. We hope that you will find it of interest and look forward to hearing from you.

About Living Well Bromley

Our aim is to build together a caring community, where people feel accepted, loved and valued. Living Well achieves its aim by working with partners to support vulnerable people - with addictions, mental health problems, debt, homelessness or other reasons - in Penge and the surrounding area. The services we provide include:

- Foodbank - open three times each week
- Hot lunches every Friday
- Advocacy support
- Community garden
- Help with addiction
- Advice with debt and benefits
- Homelessness support
- Mental health support
- Listening and drop in
- Art therapy

- Music, storytelling and a community choir

Living Well supports up to 200 people each week, through the provision of food from our foodbank and our community meal and in activities such as art, gardening and music. The services we offer, and those offered by our partners, take place alongside the opportunity to chat over a meal or cup of coffee where people can feel valued and cared for.

Since the Coronavirus outbreak, we have reviewed all our services and processes to ensure they are Covid secure. Our food bank now takes place outside during dry weather and when the weather is poor we move inside with a clear 2 metre queuing system. Everyone must wear masks, have a temperature check and sanitise their hands. Our Community Lunch is now a take away meal and our Advocates meet our guests with plenty of social distancing in place.

Our advocacy services

Our advocacy service is 18 months old, is growing fast and is central to Living Well's vision. We have an active team of advocacy volunteers and are seeking a supervisor to provide support for these volunteers as well as providing advocacy services directly. We are delighted that we have received AQS accreditation.

One third of the people who come to Living Well are homeless, or sofa-surfing. 73% of people are receiving, or waiting for benefits. 15% tell us that they have no income at all. At present, we support approximately 30 people per month with advocacy support, covering a range of issues from Universal Credit to hoarding. We work with Living Well's partner agencies to provide referrals, including for issues of addiction, homelessness and mental health support.

Living Well is part of the ministry of Holy Trinity Beckenham. We work closely with our partners, including other churches, Bromley Drug and Alcohol Service and Christians Against Poverty. We have strong links with housing associations and homelessness charities, to help people find accommodation. We receive donations of food and money from local people, supermarkets and businesses. We are well supported by our local MP, Ellie Reeves, by the local police and other statutory agencies.

This role is an important new post to take a lead in the strategic development of Living Well Services.

A typical Covid week at Living Well

Saturday Up to 40 people use the foodbank, open 10.30am - 12pm. Community gardening session. Food collection from supermarkets.

Monday 6 people take part in our art therapy group (numbers reduced from 12 because of Covid)

Tuesday Food donation drop off and sorting 12.00 - 2.00pm. Up to 40 people use the foodbank, open 3pm - 4pm. Advocacy support available.

Thursday Food donation drops off and sorting 12.30- 2.00pm. Collection of food from supermarkets, cooks begin preparing Friday meal.

Friday Up to 100 guests enjoy our take away community lunch. Foodbank open, Music shared outside by Blend choir. Advocacy support available. Collection of food from supermarkets.



Job Description

Living Well Service Development Manager

Main tasks

- Strategic development of Living Well Services in collaboration with the Project Coordinator and Trustees
- Development of policies and procedures
- Introduction and mainstreaming of organizational database, including reporting on activities to Trustees and funders
- To assist in the implementation of the fund-raising strategy.
- Provide support for funding bids.
- Supporting Trustees on three-year business plan
- Creation and development of partnerships to increase support for guests

Additional tasks:

- Working knowledge of Advice Pro case management software
- Ensuring compliance with policies, procedures, systems (including the organizational database), funding and legal requirements, including the provision of training
- Advise on software and hardware requirements
- Liaise with Local Authorities, Government Bodies, health professionals, DWP, welfare, advice, suppliers etc on operational and strategic matters in line with Trustee decisions
- Build effective relationships and partnerships with external organisations and individuals to ensure a robust set of services for our guests, in line with Trustee
- Maintain Advice Quality Standard (AQS) accreditation
- Keep policies and procedures under review and make recommendations to the Trustees, liaising with Team Leaders, as required
- In collaboration with the Project Coordinator develop new or improved processes to deliver services according to policy and procedures
- Develop effective systems for internal and external referrals for guests
- Other duties in line with the overall post as agreed with the Chair of Trustees

Reporting to: Chair of Trustees in liaison with the Project Coordinator

Minimum requirements:

- To be both an effective team player and leader
- Experience of developing policies and procedures
- Experience of business planning
- Experience of project management
- Knowledge of setting up complex databases, including reporting systems, and IT skills required
- Experience of reporting to governance
- Satisfactory enhanced DBS report
- Able to present verbally and in writing at all levels, including representing the organisation with external partners and agencies

Beneficiaries: Trustees, team leaders, staff, volunteers, external partners and guests

Dates: Two days per week

Engagement:

Working closely with Trustees, especially the Chair

Working closely with the Project Co-ordinator on a day-to-day basis

Ongoing liaison with partners and suppliers

Working closely with the Project Coordinator in engaging Team Leaders and guests in service design