

Job details

Job title:	Policy & strategy manager – Waves of Hope	Responsible to:	Programme Manager – Waves of Hope
Responsible for:	N/A	Location:	Liverpool with travel across all locations

Overview of the role

Key Tasks

- To be the policy development lead for the Liverpool Waves of Hope programme
- Working with the Board, delivery partners and the local evaluation partner, identify learning and translate this into policy change in line with the programme's aims and objectives.
- Review the delivery model and with the Programme Manager improve collaboration and co-ordination of the Liverpool Waves of Hope service delivery partners.
- Review and consider evaluation – local and national and translate this into systems change considerations.
- To represent the programme at meetings, seminars and other external events providing necessary follow up actions to the Liverpool Waves of Hope Programme Manager.
- To liaise with other partnerships regionally and nationally to share best practice.
- To work with the Programme Manager to ensure that the Programme business plan is delivered.
- Develop learning from the programme from a practitioner view and present this to Board and partners for consideration and inclusion in the change strategy.
- To work with the Service User co-ordinator to ensure a co-production approach is achieved in the areas of systems change and shared learning.

Main responsibilities and accountabilities

Operational Management, Delivery Co-ordination, Pathway Development

- To work with partner agencies to feed in the results of the project delivery, reviewing outcome data as it relates to the user journey through systems and considering the

impact on existing policy and strategy and identifying where policy and strategy needs to develop to deliver systems change.

- Use evidence from the delivery partners and the evaluation of the project to consider the implications for commissioning decisions.
- To lead by example in building commitment and trusting relationships with delivery partners and key stakeholders for example in supporting the development of communities of practice to capture and share learning at a programme level.
- Assisting the Programme Manager to co-ordinate the activities of the Liverpool Waves of Hope delivery partners.
- To develop and maintain ongoing operational relationships with partner organisations and key stakeholders, ensuring appropriate joint working arrangements are in place and effectively managed to share learning, develop practice and policy papers and to influence systems
- To coordinate the work of the service managers to ensure a consistent, co-ordinated approach is developed which leads to a seamless service offer for people with multiple needs.
- To liaise with the Programme Manager to review and plan work streams, outcomes and priorities linked to the business plan and evaluation outcomes.

Systems Mapping and Systems Change

- Working with commissioners of services for people with multiple complex needs to understand current systems and utilise learning from the program to inform and influence new policy and strategy including commissioning plans and practice leading to systems change.
- Supporting project development activities including the development of test and learn pilots.
- To develop, share and embed good practice, including learning from the programme and other areas.

Data Analysis and Learning

- Analyse and interpret project data ensuring outcomes and outputs are achieved and to use this data to effectively report project progress to the Programme Manager.
- To ensure the service user are invited to comment on and suggest improvement in the delivery of the service.

Research and Policy

- Prepare report/s and briefing notes for the Programme Manager and the Board to support project learning and development.
- Liaising with the Local Evaluator in conducting a comprehensive evaluation of the Liverpool Waves of Hope project and the dissemination of outcomes and learning at local and national events.
- To keep abreast of strategic and policy issues affecting the programme and to contribute to policy/practice analysis activities as appropriate.

- Analyse research to

General

- To undertake any other delegated duties as reasonably requested.
- To attend and participate in meetings with relevant partners and to support the Programme Manager in his absence and also within internal Plus Dane management meetings when required

To ensure the service user are invited to comment on and suggest improvement in the delivery of the service.

Key Contacts

The post is responsible for actively promoting and representing Liverpool Waves of Hope to a broad range of stakeholders. Key contacts in the post are detailed below.

Key internal contacts are:

- Waves of Hope Programme Manager
- Executive Director of Neighbourhoods
- Leadership Team

Key external contacts are:

- Partner Agencies/Referral Agencies
- Local Evaluator
- Delivery Partners
- Big Lottery
- Public sector agencies including Health, Police, local authority contacts

Job details

Job title:	Operations & Systems Change Co-ordinator – Waves of Hope
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Area	Requirements
Education	A professional qualification or 3 years' experience in Health or Social Work or policy development and/or other related discipline
Experience and knowledge	<p>An understanding of the challenges faced and support mechanisms needed to assist people with multiple needs.</p> <p>Proven ability to think strategically and make decisions on the basis of a range of internal and external factors and long-term impacts.</p> <p>Able to demonstrate innovative thinking and its application to project development and delivery.</p> <p>Proven track record in building and maintaining partnerships across the private, statutory and voluntary sector.</p> <p>Working within a culture of continuous improvement and proven experience of implementing and maintaining a range of quality assurance processes.</p>
Skills	<p>Policy development; data analysis and interpretation.</p> <p>Evidence of working on own initiative with minimal supervision.</p> <p>Excellent communication and presentation skills with the ability to facilitate and provide information to a wide range of audiences.</p> <p>The ability to challenge the status quo and encourage others to contribute and make rational decisions.</p> <p>Excellent inter-personal skills with a proven ability to manage challenging and competing demands, respond to change and act under pressure.</p> <p>Strong attention to detail in the production of reports paperwork relevant to the project.</p>
Personal Qualities	<p>Understanding of and commitment to the ethos of Waves of Hope as expressed in its Business Plan;</p> <p>Demonstrable commitment to Plus Dane equal opportunities and anti-discrimination ethos and an ability to incorporate it into practice;</p> <p>Empathy with the values of and the policy context within which Waves of Hope operates;</p> <p>Creativity and enthusiasm with a positive and solutions-focused attitude</p>

Safeguarding Statement

Plus Dane Housing is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all staff and volunteers to share this commitment

*Operational & Systems
Change Co-ordinator)*

Plus Dane Housing