# Job Description

## WorkWell Team Lead

### About Us

Community Action Norfolk is an independent charity.

Our role is to help build a stronger and fairer Norfolk through support, empowerment and strategic partnership with voluntary, community and social enterprise organisations. We do this by:

- Harnessing the value of connecting people and services in the communities of Norfolk.
- Supporting people to make a positive difference by providing information, advice, training and support for positive outcomes in the communities of Norfolk.

We provide direct support to around 500 Voluntary, Community and Social Enterprise (VCSE) organisations a year across Norfolk with everything from funding advice and governance support to engagement and needs identification.

We are the main organisation supporting the engagement of VCSE organisations in Norfolk. Through this we aim to build a positive dialogue between the VCSE sector and other key partners to collaboratively achieve the best possible outcomes for the people of Norfolk.

Fairness is an important part of our work. We want to ensure Norfolk is a fair place for all, whoever they are, wherever they live. In a county where 53% of the population live in rural areas, rurality remains an important part of this.

We run a wide range of programmes and projects from housing advice through to supporting people with cancer. Most of our delivery is undertaken in partnership with other organisations.

# The Project

WorkWell is a national early-intervention work and health programme, jointly led by the Department for Work and Pensions and Department of Health and Social Care. In Norfolk, the service is commissioned by NHS Norfolk and Suffolk Integrated Care Board and delivered through a partnership led by Future Projects.

Future Projects directly delivers WorkWell across Norwich, Breckland and North Norfolk, alongside their established Connect to Work employment support programme. The WorkWell project delivery partners are:

- Action Community Enterprises CIC, covering Great Yarmouth and South Norfolk and Broadland, and
- Community Action Norfolk, covering King's Lynn and West Norfolk.

WorkWell brings together community-based Health and Work Coaches, clinical professionals, employers and specialist organisations to address health, employment and wider barriers through coordinated, person-centred support.

# About the Role

The WorkWell Team Lead will oversee our Health and Work Coaches, maintaining contact with the WorkWell Project Manager at Future Projects, other locality leads, the central Single Point of Access, the multidisciplinary clinical team and specialist partners. The role will also develop strong local relationships with GP practices, health services, employers and voluntary sector organisations.

The WorkWell Team Lead will lead day-to-day delivery of the WorkWell programme across King's Lynn and West Norfolk, supporting Health and Work Coaches to deliver safe, effective and high-quality support. The role will oversee caseloads, supporting and overseeing Health and Work Coaches, service quality, safeguarding, performance and local partnerships, ensuring participants receive consistent, person-centred support. You will provide guidance and support to Coaches, monitor performance and outcomes, coordinate referrals and workloads, and work closely with health professionals, employers and community organisations to strengthen delivery across the district.

Alongside these responsibilities, you will maintain a smaller participant caseload, normally around 8-12 live participants, providing personalised work and health coaching, and modelling good practice. This is a non-clinical role, working alongside WorkWell's clinical and specialist professionals to ensure appropriate support and escalation of clinical concerns.

## Key Deliverables Include:

1. Lead and oversee Health and Work Coaches, coordinate workloads, and deliver a small participant caseload.
2. Oversee case management, service quality, performance and reporting to achieve agreed outcomes.
3. Ensure effective safeguarding, risk management and escalation through agreed clinical pathways.
4. Build strong health, employer and community partnerships to support integrated local delivery.
5. Support staff development and wellbeing, promote shared service standards and drive continuous improvement.

## Person Specification

**Essential criteria include:**

- Experience supporting people one-to-one through coaching, advice, guidance or other support services.
- Strong communication and listening skills, with the ability to build trust and positive relationships with people from diverse backgrounds.

- A person-centred, empathetic and non-judgemental approach, recognising individual strengths, circumstances and needs.
- Good organisational and time management skills, with the ability to manage a varied caseload, prioritise work and maintain regular contact with participants.
- Ability to work independently and collaboratively with colleagues, employers and partner organisations.
- Good IT skills, including accurate record keeping, data management and report writing.
- Knowledge of how health conditions or disabilities can affect employment, including relevant employment rights and reasonable adjustments.
- Confidence discussing health, wellbeing and employment, with an understanding of professional boundaries and when to seek advice or escalate concerns.
- A willingness to develop knowledge of work and health support, safeguarding, equality and relevant services and procedures.
- Ability to travel regularly across the relevant King's Lynn and West Norfolk as well as other districts as required.

**Strong applications will evidence the following:**

- Experience leading teams within employment support, health and wellbeing, advice, coaching or community services.
- Experience overseeing staff , case reviews, quality assurance or service improvement activities.
- Knowledge of local health, employment, skills and community services across Norfolk.
- Experience engaging employers and supporting workplace adjustments, job retention or return-to work arrangements.
- Knowledge of employment rights, the Equality Act 2010 and the impact of health conditions or disabilities in the workplace.
- Experience of health coaching, motivational interviewing or other person-centred support approaches.
- Relevant qualifications in management, supervision, coaching or a related field.
- Relevant lived experience that strengthens understanding of participants' circumstances and barriers.

**Management**

The WorkWell Team Lead will be line-managed by the Operations Manager.

# Terms of Appointment

This post is 37 hours per week. The contract ends on 31st March 2029, continuation may be possible subject to the availability of funding. Funding is only confirmed until 31st March 2029. An extension is not guaranteed and therefore does not form part of the contract.

The post will be based at our Dereham office (NR20 3TL), with the expectation that the majority of your time will be spent within West Norfolk.

Salary is £30,000

The organisation is authorised to deduct per annum:

- *Holiday taken in advance of accrual*
  Where an employee has taken annual leave in excess of their accrued entitlement at the date of termination of employment, the employer reserves the right to deduct the monetary equivalent of the excess leave taken from the employee's final salary payment.
- *Recovery of training costs*
  Where the employer has funded significant training costs and the employee leaves employment before completing any agreed minimum service period, the employer may deduct the outstanding balance of those costs from the employee's final salary, in accordance with any applicable training agreement.

Holidays are 23 working days per annum (increasing annually to a maximum of 28), plus 8 Bank Holidays.

There is a contributory pension scheme with a generous employer contribution of 8%.

The role requires an amount of travel and access to your own car is an essential requirement.