

BETHEL HEALTH AND HEALING NETWORK



Post/Job Title	Rapha Services Manager
Reporting to	Operations Manager
Based	Jericho Foundation, 196-198 Edward Road, Birmingham, B12 9LX with involvement at other sites in Small Heath and Alum Rock
Salary	NJC PAY SCALE: point 29-30 £31,346 - 33,782 pro rata
Hours	21 hours per week worked flexibly each week, including the requirement for out of hours working
Contract	Fixed Term Contract until March 2022, with the possibility of extension
Benefits	25 days annual leave + 8 public holidays (pro rata). Contributory pension scheme Access to Care First – Employee Assistance Programme

Bethel Health and Healing Network (Bethel) is an award-winning charity that has been founded on Christian vision and principles.

The Charity works with some of the most vulnerable people in Birmingham. It's two main services are a Doula Service and a Listening Service, with both being expanded to develop new activities in line with the Bethel Strategic Plan. The Listening Service comes under the umbrella of the Rapha Project, which also covers healthy living activities and the development of a prayer ministry. Bethel's vision is to provide practical, emotional, and spiritual support to individuals, community groups and isolated and vulnerable people.

SUMMARY OF ROLE

The Rapha Services Manager is an expanding role, working within the parameters outlined in Bethel's Strategic Plan, collaborating in partnership with local groups, consortia and charities. Responsible for managing a team of paid staff and volunteers, accurate record-keeping of the progress of the project and outcomes for clients, reporting to funders, as well as engaging with partners and developing new strategic links across the city.

The role will include managing the listening service, preparing reports and statistics and ensuring the future sustainability of the service, raising awareness of the service and its profile, to ensure clients' voices are heard and listened to and their needs appreciated at strategic levels. The Rapha Services Manager will also be responsible for developing new activities in line with the Strategic Plan. A person with good communication skills and development experience in a community engagement or social care/health environment would be best suited to this position.

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Contact: 0121 661 4276 or email enquiries@bethelnetwork.org.uk

Address: 196-198 Edward Road, Balsall Heath, Birmingham B12 9LX

Company number: 05813084 | Charity: 1116225

Website: www.bethelnetwork.org.uk



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DUTIES and RESPONSIBILITIES

Leadership and Management

- A. To manage the Listening Service, for people with needs, local communities across Birmingham, as well as those referred from other agencies. This will involve the recruitment and training of a team of volunteers or interns who will become “listeners”.
- B. To manage any issues that may arise and signpost people, as necessary, to specialist agencies.
- C. To work closely with Bethel's partner organisations, to develop and maintain a presence across the city.
- D. To provide high quality line management to the Rapha team, motivating and inspiring them to achieve Bethel's objectives through clear communication and regular reviews;
- E. To work with the CEO, Operations Manager, other senior managers and the Bethel Board, to develop and implement the strategic/annual plan.
- F. To establish new developments that are within Bethel's Strategic Plan, or are part of Bethel's vision, together with other partners and agencies

Project Management and Development

- A. To be responsible for the running of Bethel's Listening Service, together with staff members and volunteers in the Rapha team.
- B. To develop a healthy-living project to provide health-focused activities especially for people who are isolated, vulnerable or at risk of mental health problems and to work with volunteers/interns and partners in the running of these.
- C. To work closely with Bethel's Volunteer Co-ordinator to ensure best possible outcome for clients and volunteers
- D. To be responsible for assessing each beneficiary referred to the listening project, (including self-referrals), for making decisions about appropriate support for each and for ensuring that service delivery is implemented efficiently.
- E. To establish referral pathways, by liaising with other agencies and to provide support for service users who may require mental health support and/or healthy-living activities.
- F. To work with others in the Bethel team to encourage and participate in the development of a prayer ministry for the organisation.

Networking and Partnerships

- A. To liaise and communicate with health and social care professionals providing health support to the client group (isolated and vulnerable people and those at risk of mental health problems), as appropriate.
- B. To liaise and network with a variety of voluntary and statutory agencies, to ensure that partnerships are sound, referrals are appropriate and that the voice of the project is heard across the city, through membership of consortia of relevance to the Rapha project.
- C. To advertise and promote the projects amongst professionals and agencies who are likely to refer new clients.
- D. To specifically engage with the Cairn Consortium, providing support of their “Live, Work, Heal” initiative, particularly in terms of giving advice regarding healthy living and healing initiatives.

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Monitoring and Evaluation

- A. To keep accurate records, the expenditure of projects, feeding this back to the Operations Manager on a regular basis.
- B. To keep accurate records of beneficiaries of projects, ensuring that monitoring of their progress is carried out and recorded and that statistics are reported to funders and the Bethel Board, as required.
- C. To report regularly in writing on the progress of the Rapha projects to the Bethel Board.

Quality and Compliance

- A. Ensure the highest quality service to the Rapha clients and volunteers, and in line with contractual requirements.
- B. Ensure effective use of data analysis and monitoring programmes to collate, analyse and use data to inform and drive performance.
- C. Ensure the highest standards of compliance in relation to safeguarding, health and safety, GDPR/data protection.
- D. To ensure Rapha's compliance with the Trusted Charity quality mark and to co-operate in any future assessments for Trusted Charity.

Fundraising

- A. To identify funding opportunities and to work with the Fundraising Officer, Operations Manager and CEO in the development of funding bids to support project management and development.

Other

- A. To carry out any further duties deemed necessary by CEO and/or Bethel Board Work within and adhere to Bethel's policies and procedures.

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PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualification	A degree level or vocational qualification in a relevant subject (e.g. community development, health, mental health, social care etc.) or equivalent experience.	
Experience and Knowledge	<p>Experience of developing and managing community and/or health projects and developing collaborative partnerships.</p> <p>Experience of managing and/or working with volunteers and/or interns.</p> <p>Experience of collating service user monitoring information and ability to keep accurate records of work output and financial expenditure for the purposes of review and service development.</p> <p>Experience of working in a multi-ethnic, multi-faith setting.</p>	<p>Experience of working with disadvantaged client groups.</p> <p>Experience in a health environment and/or in a community setting.</p> <p>Some knowledge or experience of recruitment and training</p>
Skills and Abilities	<p>Good listening, verbal and written, communication and interpersonal skills and a friendly and non-judgmental attitude towards vulnerable people.</p> <p>Computer literate (word processing, Power-Point, spreadsheets, email and internet), CRM systems.</p> <p>Ability to show leadership but also the flexibility to work under direction and be a team member.</p> <p>Ability to motivate and energise people.</p> <p>Fundraising and bid development.</p>	<p>An ability to work with a diverse group of people.</p> <p>Customer service, marketing or sales skills.</p> <p>The ability to create good work partnerships with multiple stakeholders both internally and externally</p>

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Competencies and-Behaviours	<p>In sympathy with the Christian ethos of Bethel Health and Healing Network.</p> <p>An understanding of a variety of cultures, together with an understanding of how a change in culture can isolate and affect an individual.</p> <p>A high level of self-motivation and initiative, as lone or proactive work is a major part of the role</p>	
Other	<p>Satisfactory Enhanced DBS check.</p> <p>Willingness to adopt a flexible working pattern, including attending meetings and events on evenings and weekends.</p>	<p>Current, clean driving licence and car insured for business use</p>

Bethel Health and Healing Network are committed to safeguarding and promoting the welfare of children and vulnerable adults. All applicants will be vetted for their suitability to work with these groups where required. Applicants for posts that are exempt from the Rehabilitation of Offenders Act will be asked to undertake a Disclosure and Barring Service (DBS) check. Any offer of employment and continued employment will be contingent upon satisfactory vetting results and checks made prior to and during employment where required.

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