**JOB DESCRIPTION**

**Delivery Partnership Coordinator**

**Being You Leeds**

Grade: Touchstone Pay Structure (2024) points\* 23 – 25, starting at £33,699.66 pa/pro rata

Hours: 37 hours per week

Responsible to: Head of Community Health Development Services

Employing Body: Touchstone

Location: Touchstone Support Centre,53 – 55 Harehills Avenue, Leeds, LS8 4EX

\*Any increase in pay point(s) will be reviewed on annual basis based on the financial position of Touchstone and will only be awarded on this basis. Your pay/pay point will not automatically increase**.**

**This post includes occasional weekend and evening work.**

# PURPOSE OF THE JOB

To provide leadership and work co-productively with the Delivery Partners in the service, on behalf of Touchstone, who is the strategic and contract lead.

To ensure Delivery Partners understand and deliver the vision of the service and work in close partnership with Community Wellbeing Development Workers (CWDW) across the service to ensure a seamless offer.

To support Delivery Partners so that their CWDW’s can widen access to mental health support and deliver group activities, events and outreach which maintain and improve mental health and wellbeing, providing a high quality and seamless service across all partners.

The Delivery Partnership Coordinator (DPC) coordinates the service training activity and provision of groups with Delivery Partners. They develop and maintain an effective team approach by hosting regular team planning and coordination meetings, the quarterly Best Practice group of CWDWs and working closely with Delivery Partners to ensure consistent delivery of the service.

The DPC also co-ordinates access to accredited and bespoke mental health training for frontline support workers, employers and communities provided by trusted partners and our volunteers, peer supporters and Anti-stigma Champions, working closely with the Anti Stigma and Volunteer Lead.

The DPCworks to ensure there is strong connection with the wider Integrated Healthy Living Services in Leeds (such as Better Together, Live Well Leeds, Linking Leeds) and making sure people can move between those services seamlessly and proactively, developing partnerships and promoting the service to other professionals in the city

**KEY TASKS**

1. To provide leadership to the Delivery Partners (DPs) and develop and maintain an effective team approach across the partnership, recognising and maximising the collective knowledge, skills and experience of partners.
2. To apply good performance management skills with partners, supporting them to be highly motivated and high performing to meet the needs of the service. Ensuring DPs contribute effectively to service delivery and that the project achieves agreed targets and outcomes.
3. To work closely with the CWDW’s to coordinate and manage a comprehensive and responsive service. This will include supporting groups and outreach activities and maintaining service delivery during CWDW periods of absence.
4. To run regular team and planning meetings, creating a cohesive, supportive, joined up team, identifying gaps in provision and working across the partnership to ensure they are filled.
5. To provide insight into the needs of communities through listening and engagement activities, attending stakeholder meetings and contributing to sector reports and surveys to share knowledge.
6. To ensure the CWDWs are well linked to Local Care Partnerships (LCPs) and community organisations in their area of focus/expertise, supporting effective working with partners in the NHS, Leeds City Council, and the rest of the voluntary sector.
7. To work closely with the anti-stigma and volunteer co-ordinator to ensure volunteers and befrienders are engaged and training and anti-stigma messaging is delivered consistently across group activities.
8. To support Delivery Partners to recruit CWDW’s within the Service and be the first point of contact for partners and their workers. Leading on quarterly partnership meetings, contract review meetings and joint meetings with individual partners and their CWDW’s
9. To regularly gain, collate, review and analyse qualitative and quantitative data and other evidence related to referrals, access, outputs, outcomes, value for money and quality within the Delivery Partnership, using our dashboard and reporting mechanisms and developing and implementing more where required and make recommendations accordingly.
10. To support sub-contract management, including leading on regular meetings with each provider, with the Head of Service.
11. To regularly review groups with partners, ensuring that they offer a flexible service in line with the changing needs of people and communities.
12. To ensure that the Delivery Partnership submits regular and timely data and monitoring information, utilising the central database for member records and shared folders for storage of shared files.
13. To work closely with the Head of Service, Delivery Partners, Community wellbeing Development Workers, Administrator and Anti-Stigma and Volunteer Lead to ensure that the project delivers on its agreed targets and outcomes.
14. To Co-lead on the development of a partnership learning and development plan and work with the Service manager and DP’s to agree and commission relevant learning and development activities.
15. To manage systems and database used by the Delivery Partnership with the support of the administrator and CWDW’s ensuring that websites, social media channels, timetables and other ways of sharing information are updated, to widen access to the service.
16. Ensuring effective, timely communications and updates about service offers are circulated to members, across partner organisations and utilising a wide range of online and print promotional and marketing materials/techniques.
17. To line manage staff within the Touchstone Community Health Development Service

**GENERAL**

1. To be a service information asset administrator ensuring information is dealt with, including delivery partners in accordance with information governance, data protection and GDPR e.g. including carrying out data protection impact assessments, data flow, service records of process activity. Also to prepare information in accordance with data subject access requests.
2. To ensure that staff attend mandatory training on information governance, data protection and GDPR and Policies are adhered e.g. Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
3. To be inducted, supervised, performance managed and appraised in line with the organisation’s policies, procedures and practices.
4. To be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness relating to the role.
5. To always work as part of a team. This includes working with other staff who are dispersed across a broad range of projects and in external organisation, attending team and staff meetings and developing a teamwork approach to all aspects of the organisations work.
6. To provide information on the service to people/agencies and Touchstone and partner colleagues, including engaging and ensuring staff promote the work of services.
7. To implement the Organisation’s policies, procedures and practices and, to comply with the aims of Touchstone at all times; to be committed to and implement Touchstone’s Equal Opportunities Policy and to promote this with staff.
8. To be aware of and employ the general practices of Touchstone’s Health and Safety and Safeguarding Policies and ensure these are adhered to at all times
9. To ensure information is dealt with in accordance with Touchstone’s policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. service user data.
10. To ensure that Data Protection, Health and Safety, Complaints Handling and Corporate Governance Requirements are met.
11. To provide information about Touchstone as a whole and in particular the HCL and Volunteer Service to people/agencies interested in the organisation’s work.
12. To provide monitoring information and reports as part of funding and organisational requirements and for the Board of Trustees as requested by Touchstone management.
13. To work flexibly in accordance with the needs of the Service, including occasionally undertaking out of hours and weekend work as required.
14. The post holder will be part of the HCL Service but may be required to carry out similar duties in other parts of Touchstone to contribute to the effective operation of the organisation.
15. To participate in the further development of the service in conjunction with the Board of Touchstone, Senior Leadership Team and Team Managers, as requested in order to further the work of the service.
16. To undertake any other duties as directed that may reasonably fall within the scope of the post.

June 2025