



# Workforce Delivery Lead Information for Applicants

July 2024



**Care City**

<b>JOB TITLE:</b>	<b>Workforce Delivery Lead</b>
<b>GRADE:</b>	<b>£42,000 to £45,000 - Full time equivalent</b>
<b>FULL TIME/PART TIME:</b>	<b>Part time - 4 days a week (open to discussion regarding full time)</b>
<b>REPORTS TO:</b>	<b>Head of Innovation, Care City Innovation C.I.C</b>
<b>LOCATION:</b>	<b>London (hybrid - 2 days a week from Barking office), and occasional travel in the UK</b>
<b>CLOSING DATE:</b>	<b>13th September 2024</b>

## **Aim of the role**

Care City is working hard to bring about radical change that realises a more relational approach to health and care. One that involves communities, new roles, and ways of working with public and health partners supported by better technology.

We believe that radical change always has people at its centre - and the workforce across social care, health and the VCSE sector are critical to delivering the change we need to see. At Care City we're continually asking ourselves how innovation can support the workforce and how the workforce can support innovation:

- What are the new roles needed to support a more integrated workforce across social care, health and the VCSE sector? How do we co-develop these new roles with partners across sectors, and the people who will benefit from them?
- How do we ensure our workforce has equitable access to the right support, development, and learning opportunities to deliver the future care we want to see?
- How do we support cultural change in the workforce to realise innovation and transformation?
- How do we create a social care sector which is seen as a place of opportunity, prestige and personal and professional growth?

We are looking for someone who wants to help us answer these questions. Someone who combines an understanding of key workforce challenges in health and care with a belief that there are better ways of doing things, and the skills and with the desire to deliver that change. Someone who can bring together stakeholders from across different sectors to work together towards a better future for our workforce and our residents. Someone who understands that innovation and change must be delivered with and for those it will impact.

We are looking for a motivated and innovative workforce delivery lead to: deliver Care City workforce projects; advise on and input into additional projects with a workforce component; and help build our expertise and pipeline of work to develop the workforce innovations of the future. You'll be an experienced convener and problem solver, used to bringing together partners with varying objectives towards a common goal. You'll be motivated by delivering real change in complex contexts, and enjoy getting to grips with policy, data and design to deeply understand and develop new approaches. You'll work closely with our design researchers and community engagement lead to research and co-develop approaches which will truly serve our workforce and residents in North East London and beyond.

We are a small organisation that wants to make a big impact, and we recognise the need to have a diverse range of talent, skills and knowledge in our team.

## **How it feels working at Care City**

As our first workforce delivery lead, this role represents the opportunity to help shape how we approach, develop and grow this area of our work and the impact it has. You will work closely with our small and supportive team of 12 to develop and deliver projects addressing the complex and varied problems facing the health and care system. Whilst we work in multidisciplinary teams on projects involving different skill sets, you must also be confident working independently.

Examples of recent and current projects this role would lead on the delivery of include:

- Scaling enhanced roles in social care across north east London - the development, through apprenticeships, of Nursing Associates and AHP

Assistant Practitioners within care settings, and the development of the financial and supervisory processes necessary to make these roles sustainable.

- Improving the integration of Allied Health Professionals (AHPs) in local authority (LA) settings with health colleagues - research and recommendations to improve the available workforce data about LA AHPs, increase their visibility and development opportunities, and improve integration with AHP faculties and councils.
- Developing a remote monitoring qualification for social care staff - working with social care, educational and tech partners to co-develop a qualification/training module in remote monitoring, recognising that it will become business as usual in the near future.
- Delivering an innovative integrated (across acute, community and social care) work experience offer for young people aged 16-18.

Along with the rest of the Care City team you'll also help work on internal improvement projects. For example, we want to develop more inclusive approaches to working with our workforce; how might we do this? We also want to learn from your skills, so sharing your work, tools and ideas for how we try new ways of working will be important.

You can expect to be responsible for delivering projects (and supporting the delivery of projects) for a range of clients and the organisation through:

- Excellent project and client management to deliver projects on time and within budget
- Understanding the needs of clients and the wider health and social care system through an in-depth understanding of workforce related national policies and local priorities
- Bringing together, and building relationships and collaboration with, stakeholders from across sectors towards a common goal
- Research and data analysis (qualitative and quantitative). Working closely with Care City's design researchers you will ensure the inclusive and ethical conduct of research and deliver confident facilitation of data collection including focus groups, interviews, workshops etc.
- Leading multi-disciplinary project teams to develop strategies, advice and recommendations for clients and internally

- Understanding and developing how individual projects support Care City's mission and wider impact
- Supporting business development activities including building future opportunities through existing and new client relationships, and supporting with bid writing and presentations. You will help shape the future direction of Care City's workforce innovation.
- Presenting project deliverables through compelling reports, presentations and other written content
- Leading on and supporting other Care City projects beyond workforce as capacity allows
- Providing day-to-day support to the broader activities and operation of the business, such as policy briefings, external event summaries and internal team training sessions.

Candidates are expected to:

- be curious about our clients, the role of healthcare systems, public services and communities
- have an understanding of the key challenges the health and social care workforce are facing
- be a university graduate with a relevant degree (e.g. Social Sciences, Politics, Economics, Humanities) **or** have demonstrable experience of working to address workforce challenges in the health/care sectors
- have excellent project and client management skills
- have experience of bringing a variety of stakeholders together to address complex problems
- be confident in synthesising research, policy, and client priorities to inform recommendations and to implement innovations
- be a motivated, proactive individual with a passion for solving important problems
- be able to demonstrate high levels of initiative and independent working, adapt to changing priorities and work at pace
- be committed to personal development and open to learning
- be able to work collaboratively in a team
- have excellent written communication skills
- be committed to supporting a small organisation to grow and develop our impact both locally and nationally

## Benefits of being part of Care City

- A meaningful job where all team members contribute to improving the health and wellbeing of our North East London community
- Competitive and performance-based remuneration
- 27 days' holiday plus bank holidays
- An additional day off per year for a celebration of your choice (e.g. birthday, anniversary)
- Contribution to a pension scheme
- Development and training opportunities for shaping and realising your career goals
- Flexibility with working hours
- A collaborative team-run Health and Wellbeing group, and individual wellbeing budget, providing access to counselling and other support services
- Personal User Guides. We work hard to understand each other's working styles.

## About us

Care City is a non-profit project-based organisation with twelve passionate, committed people working as a dynamic, supportive team. We help design and deliver the health and care systems and services that you'd want for your loved ones. We bring technology-enabled innovation, a deep understanding of how things work and design expertise, we deliver transformation of local benefit and national significance. Our mission is to help people across North East London to live healthier, happier lives.

We deliver diverse projects for local and national partners across health and care, including [NESTA](#), [The Health Foundation](#), local authorities and North East London Health and Care Partnership. At present, our work includes helping inspire young people and job seekers of East London to consider local careers in health and social care, improving hospital discharge processes with support from our local carers network and piloting innovative new care technologies to help people live more independent lives.

Our team is our organisation, and we emphasise working with kindness, empathy and compassion towards each other, our community and our partners. We do not subscribe to traditional leadership models - but encourage

compassionate leadership, which avoids hierarchies and places equal value on each voice within the team.

## About you

Of course, we are looking for someone with project management and delivery skills. However, at Care City, behaviours are valued as highly as experience. You will be able to demonstrate:

- Building trust and motivating others - accepting people for what they are, identifying the values they can add, showing appreciation for their contributions and empowering them to succeed
- Effective communicator - maintaining and developing relationships with partners and stakeholders to build the Care City brand
- Cultural awareness - not just within the team, but within our communities. It's only by truly understanding what our communities' needs are and how they are motivated that we will succeed.
- Determined and motivated - you are looking for a challenge and want to be inspired, with the determination to make a real difference in the lives of our East London community.
- Agile, adaptable, problem solver - learning from what does and doesn't work, implementing changes that need to be made and overcoming obstacles to ensure successful outcomes.

## To apply

Please email your CV and supporting statement to [careers@carecity.org](mailto:careers@carecity.org)



**Care City Innovation C.I.C.**

1st Floor, Barking Enterprise Centres C.I.C., 50 Cambridge Road, Barking IG11 8FG  
E [theteam@carecity.org](mailto:theteam@carecity.org)

@CareCityUK • [facebook.com/carecity.london](https://www.facebook.com/carecity.london)  
[www.linkedin.com/company/11233065/](https://www.linkedin.com/company/11233065/)

**[www.carecity.london](http://www.carecity.london)**

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Registered Address: Care City Innovation C.I.C., 1st Floor, Barking Enterprise Centres C.I.C.,  
50 Cambridge Road, Barking IG11 8FG

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