

**Manchester Local Care Organisation
Role Profile**

**Coproduction Coordinator, Grade 6
Business Improvement Team, Adult Services Directorate
Reports to: Policy and Strategy Officer
Job Family: Policy and Governance**

Manchester Local Care Organisation

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City. By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

Key Role Descriptors:

Working within a support service or Centre of Excellence, the role holder will provide high-quality policy and governance support and advice to enable the delivery of service and organisational objectives.

The role holder will deliver an effective, professional policy support function, establishing excellent relationships with customers and stakeholders and ensuring quality customer focused services are delivered within performance and quality targets.

Key Role Accountabilities:

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision-making processes of the Council and to enable it to meet its legal obligations.

The role holder will provide accurate research and analysis support, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support, and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

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Proactively assist the monitoring and review of processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role portfolio:

Ensure coproduction opportunities are fully captured, and awareness of those opportunities raised across a wide range of people.

Actively work with people that use our services, colleagues across Adult Services, partners, and other key stakeholders to grow innovative practices that ensure diverse and meaningful user involvement.

Work with colleagues to understand and implement the principles of co-production.

Coordinate the implementation of the coproduction programme in a specific service, geography, or with a specific group of people to provide a broad range of local and service-wide opportunities for all people that use our services.

Recruit, train, and support volunteer 'champions' to help act as local ambassadors to the service.

Help ensure that user voices make a difference and brings about meaningful change, working with colleagues to support and encourage them to adapt and evolve their practices and activities.

Build on areas of good practice to support co-ordinated co-production planning, development, delivery, and improvement across the service.

To provide training and guidance to teams on co-production and people participation developments as part of their work programme.

Work closely with colleagues and partners to identify people that use our services and volunteers who would like to be more involved in the direction and development of our services and programmes of work.

Co-design and co-deliver skills workshops and training. To provide support for people that use our services to enable them to gain and share the skills and expertise to participate in the service and within their communities.

Ensure user involvement is central to their work and capture learning in a clear and sharable format to inform the future design of Adult Services activities and be able to share learning across the wider sector.

Maintain and grow our networks of people that use our services, volunteers, and partners in line with the needs of the programme.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

- **Communications Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to influence or persuade immediate departmental or functional colleagues.
- **Analytical Skills:** Ability to engage with stakeholders to identify information needs and to know how to go about obtaining the relevant information. Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Demonstrate the ability to organise multiple tasks in the most effective way and allocate time and energy according to task complexity and priority.
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken
- **Strategic Thinking:** Contributes to the development, implementation, and evaluation of strategy to shape future plans. Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders
- **Research & Intelligence:** Ability to research information from a variety of different sources and present in a variety of formats.

Technical Requirements (Role Specific)

- Significant experience of engaging with people to improve services, desirable not essential.
- Willing and able to adopt a flexible approach to working hours, including attendance at evening and weekend meetings and travelling away from base from time to time. (NB This should not deter applicants with carer commitments as we will adopt a reciprocal flexible approach where needed)
- This post is subject to an enhanced disclosure check.

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