

ROLE PROFILE

Job family	Community Engagement	Role profile number	CEO7-1230	Grade G
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Job purpose: Assist customers / visitors to utilise a facility or service, providing advice and information.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures. These posts also require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues and volunteers.
Indicative qualifications	HNC or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience acquired on the job. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems Good communication and interpersonal skills. Good customer service skills with experience of resolving customer enquires in the relation to the service area. Experience of working with the public in a customer facing / contract role. Relevant practical experience working as part of team to meet service standards, targets and deadlines Proven ability to organise and prioritise workloads and achieve deadlines. Good planning and organisational skills, with proven ability to use initiative, prioritise workloads and achieve deadlines Good Literacy and numeracy skills Proven experience in the competent and safe use of complex equipment relevant to the role.
Creativity and Innovation	Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Provide a direct and responsive service to enable customers / visitors to access and utilise services, resources, facilities and / or information. Receive and resolve customer / visitor enquiries and complaints. As necessary, refer more complex or sensitive issues to a relevant source for resolution. Make the facility available for use. Check equipment and make any necessary adjustments. Set out items as required. Support and develop volunteers as required Gather, record and provide information, using the appropriate systems. Check for accuracy and validity. Raise potential issues /errors and address as appropriate Process information and data as appropriate Identify areas where improvements could be made within own role / work area Create documents and other materials from information provided or researched
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from customers / visitors / volunteers, may be dealing with challenging situations where influence could be required. Regular contacts will include: colleagues, volunteers, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices The consequences of the decisions will have a material effect on the service.

	Undertake inspection and /or maintenance of site / facility /tools / equipment as required Monitor activities; identify and address any problems, incidents, safety or security issues within remit of role, escalating as appropriate Take appropriate action to ensure the security of information / items and / or the facility. Review own work to check for accuracy and completeness Support promotional events and activities as required.
Resources	May have limited responsibility for physical or financial resources. May be required to be a keyholder.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities
Work Environment	Work may involve some physical effort. Work potentially involving some risks due to nature of activities being provided and / or environment. May involve lone working and dealing with anti-social behaviour.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Health Improvement Coach	
Role profile family:	Community Engagement	
Role profile number and grade:	CE07-1230	Grade G
Number of posts:	Approximately 19	
Service/Team:	Health Improvement	
Reports to:	Senior Health Improvement Coach	

Job Family overview

Community Engagement job family overview:

Provision of assistance, instruction and information to groups and individuals using Council services and facilities

- Facilities reception
- Provides information to the public
- Advice and support to use services, resources and community facilities
- Regular interface with public with a 'customer' emphasis
- Promotion and encouragement to use facilities/services

Service / function context

The Wiltshire Health Improvement Hub sits within the Health Improvement Service and aims to make a difference by helping people to have healthy, active and high quality lives through the delivery of an evidence based behaviour change programme. Health Improvement Coaches work across three service areas on a one to one basis with clients in every Wiltshire community area. The service aims to improve public health outcomes and reduce inequalities in lifestyle related morbidity and mortality among adults; to reduce premature mortality and increase disability free years.

Health Improvement services included within the Wiltshire Health Improvement Hub are the child and family weight management service, adult group weight management service and the health and mental wellbeing service.

Health Improvement Coaches provide lifestyle health support to members of our local community who want to make positive lifestyle changes. They do this by helping people understand how their behaviour effects their physical and mental health. They encourage people in different communities to work together to improve general wellbeing and reduce social isolation.

Links to the business plan:

Outcome 4: Wiltshire has inclusive communities where everyone can achieve their potential.

The health improvement services are based on models of behaviour change which supports people to understand their own behaviours more and gives them the tools they need to live the best lives they can; helping them achieve their full potential.

Outcome 5: People in Wiltshire have healthy, active and high-quality lives. The health improvement service including its additional services, programmes, projects and wider interventions support people to live longer, healthier, active and high-quality lives.

The purpose of the team is to reduce health inequalities, improve physical and mental health and wellbeing, reduce premature mortality, improve quality of life as well as length of life and ensure that services are developed and delivered based on sound evidence to a high standard.

Job Purpose

The Health Improvement Hub places Health Improvement Coaches work into the local communities to identify and support those at a greater risk of poor health. They work on both a one-one basis and facilitate group sessions, supporting people to make healthy lifestyle changes and improve their lifestyles to improve both mental and physical wellbeing. Health Improvement Coaches are behaviour change specialists. They are Stop Smoking Practitioners and can offer health assessment including blood pressure readings. They work in partnership with local clinical and non-clinical services within the NHS, other organisations in the public, private and voluntary/community sectors.

Health Improvement Coaches specific duties and responsibilities include:

- Develop and deliver evidence based behaviour change group programmes to target groups across Wiltshire
- Work on a one to one basis with individuals under a lone-working policy for a period of six sessions per individual or through a more flexible approach as agreed by the client and their Health Improvement Coach, using behavior change techniques to build confidence and motivation and to overcome barriers to change.
- To undertake follow up maintenance assessments of clients at 3, 6 and 12 months.
- Undertake a 30-minute pre-consultation appointment, for mental wellbeing clients, which aims to assess the readiness of a potential client to change, eligibility for the service, determine what the client wants to work on, discuss what they can expect from the service or signpost to a more appropriate service.
- Help individuals to develop, implement and review an 'action plan' to support behaviour change and sustain those behaviours by setting SMART goals, leading to more healthy choices.
- Help individuals to access services in the local community by signposting and support, as part of the clients own self-care and self-management.
- Be responsible for keeping information regarding local groups and activities up to date and ensure recommendations of only recognised and regulated groups and activities.
- Responsible for ensuring all government guidelines and information given to clients is up to date and accurate, i.e. units of alcohol recommended per week.
- Target client work appropriately by using knowledge of local health deprivation and inequalities.
- To carry out community-based work to generate referrals, network and convey key health

messages, including attending local groups and activities, attending steering/focus groups, inter-agency meetings, networking events, area boards and community events.

- Use judgement and decision making to ensure safeguarding of adults and children and seek immediate medical / professional support for those clients presenting an urgent medical condition. In addition, be responsible for keeping up to date on safeguarding training, policy and procedure.
- To creatively plan sessions using Wiltshire Council resources to ensure they meet all the guidance/standards whilst maintaining interest and delivering benefits to all the customers to ensure retention targets are met.
- Carry out health assessment of client ensuring all health and safety requirements are met, this includes taking blood pressure, weight and waist measurement, mental health scaling questions, CO monitoring, ensuring a decision is made on appropriate pathway to specialist support if needed.
- Work as a level 2 stop smoking advisor, to deliver interventions across a spectrum of stop smoking work to support quitters, contribute to reducing ill-health and inequalities in health among the Wiltshire population.
- To provide specific evidence-based preventative mental health and wellbeing support to clients.
- To provide specific evidence-based physical activity support to clients seeking to increase their physical activity to support improvement in mental health and wellbeing.
- To provide specific evidence-based alcohol reduction support to clients seeking to reduce their alcohol intake to support improvement in mental health and wellbeing.
- To work within the remit of the Health Improvement Coach service and signposting referrals to suitable services when appropriate.
- To risk assess private room space to see clients and for health fairs, use judgement and decision making if room space is subject to change upon arrival of appointment
- To follow the lone working policy, ensuring health and safety guidelines for post holder and customers are met.
- Work with partners to promote the Health Improvement Coach service and to generate referrals into the service
- To be responsible for maintaining accurate written client records and for transcribing them onto the national Health Improvement Coach database DCRS, following data protection guidelines. Coaches are responsible for the accuracy of this data and are aware how to flag to a manager should they have entered incorrect data.
- Keep records and monitor progress of individuals, use judgement and decision making to determine whether a client who is not achieving to seek alternative support or continue support at a later date, at Health Improvement Coach discretion.
- Report concerns about individuals and those whose needs cannot be met by Health Improvement Coaches to managers as appropriate including health and safety concerns.
- To support public health at health fairs and health events.
- Ensure equipment used as part of the service (BP monitors, weighing scales and cholesterol machines, and CO monitors are working effectively and undertake quality assurance procedures.
- Deliver one-off 'health and wellbeing' workshops and training to community groups and services
- Build ongoing professional relationships with a range of professionals inside and out of the health and social care system including working with adult social care, GP's, Dieticians, police, NHS partners and third sector organisations including the local prison HMP Erlestoke.

Person Specification

Specific qualifications, knowledge, and skills required for this role

Essential

- A passion for health and wellbeing and a desire to support individuals across Wiltshire to improve their health and wellbeing.
- Experience of delivering evidence based behaviour changes programmes/interventions
- Hold a Level 3 Health Trainer certificate or equivalent, or the ability to demonstrate equivalent knowledge, skills and experience.
- Experience of being a Stop Smoking Practitioner
- Knowledge about what supports good physical and mental health and well-being within the context of the local community e.g. healthy eating, physical activity, substance misuse etc.
- Ability to apply new evidence, knowledge and learning into practice
- Proven experience of working or volunteering in a health / social care related field or experience of working with the public in a customer service based role.
- Experience of working with local community groups.
- Experience in working in a role that supports the health and well-being of adults.
- Experience of delivering and facilitating group work in the context of behaviour change
- Knowledge of the local population health needs.
- Knowledge of the services provided within the local community and how to support individuals to access and use them.
- Specialised knowledge of health inequalities and behaviour change methods.
- Excellent verbal communication skills.
- Strong active listening skills..
- Basic IT skills.
- Experience of working as part of a team.
- Ability to remain non-judgmental and be supportive of individuals in difficult situations.
- Fluent in English.

Desirable

- Being able to speak the language of a minority group within local area
- Specialised / advanced knowledge and skills in the field of health training, health improvement, behaviour change and health promotion.
- Experience of development and delivery of training.
- Experience of presenting to a wide range of professional and non-professional audiences.
- Experience of working with children and young people

As part of the induction training post-holders will be expected to complete the following training:

- Stop smoking practitioner training .
- Connect 5 Training
- 2 days training for Mental Health First Aid and apply these learned skills.
- 2 days suicide prevention training and apply these learned skills
- MECC training

Career graded posts (where applicable)

This post does not form part of a career grade structure

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input type="checkbox"/>
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	<input checked="" type="checkbox"/>
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>