

Job description

Job Title	Community Health and Wellbeing Worker
Hours	Part time 18 hours per week

Job Summary

As Community Health and Wellbeing Worker (CHWW) you will be on the frontline working with households at the Doddington and Rollo estates. The work of a CHWW is varied with the aim of improving the health and wellbeing of the communities they serve. You will play an important role in promoting health and healthy lifestyles, improving health, prevention and early detection, and supporting health literacy through a range of activities including outreach, assessments, brief interventions, building capacity, community education, signposting, informal counselling, and advocacy. This is an exciting opportunity to shape a new job role new to the UK.

Main Duties and Responsibilities

The main duties are:

Carrying out monthly household visits (or more frequent if the household need requires it) within a specific area of the Estate to assess the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.

Relationship Building and Health Promotion

- Build relationships with assigned households to understand their needs and context
- Offer health coaching and motivational approaches including problem solving and goal setting
- Deliver personalised health promotion and supporting healthy choices and education, such as breastfeeding and immunisations whilst providing health literacy support
- Provide support and signposting with lifestyle advice such as smoking cessation, alcohol consumption, healthy diet and physical exercise
- To support households to understand the health and social care system

Health Literacy

- To support those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments
- To support chronic disease diagnosis and management through raising awareness of adherence to medication
- To encourage early identification of signs and symptoms of chronic illness and share the information as provided by practices
- To identify household determinants of ill health and health seeking behaviour
- To signpost and refer people to services across the health and care system and other existing community services

Day to Day Administration

- Keep digital records that reflect household and community need and progress via secure tablet that will be linked to the clinical system used by the General Practice
- To comply with data protection and confidentiality
- To maintain skills in using technology and primary care software
- Present your work and findings to the local GP and multidisciplinary team

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Community Engagement/Co-Production

- Engage with the community to ensure health services are satisfactory and appropriate in their design and delivery
- Facilitate networks within communities to build community capacity
- Managing conflict
- Advocating the needs as outlined by the community
- Identify local community assets and promote a community-based prevention agenda

To take part in supervision and debriefing

Additional requirements in keeping with provided mandatory training:

Professionalism: The post holder must provide high quality interactions irrespective of race, gender and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice

Equality, Diversity and Inclusivity requirements – Protected characteristics – training

Confidentiality: The post holder must maintain confidentiality, security and integrity of information relating to people while on duty

Data protection: The post holder must be aware of their obligations in respect of the Data Protection Act 2018

Safety: The post holder must be aware of their role in safeguarding and promoting the welfare of children and adults. They must also be aware of the councils and General Practice lone working policies

Person Specification

Qualifications

The knowledge and skills listed below may be acquired through various types of education, training or experience.

Minimum requirements:

Competent level computer skills

Desirable additional requirements:

Experience of working in the community providing support to the public

Knowledge, Skills and Qualities

Knowledge of local community agencies, services and resources (essential)

Experience of volunteering in the local community (essential)

Knowledge of local community demographics and culture (essential)

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Knowledge of basic health promotion/ health improvement (essential)

Knowledge of health protection, the NHS and broader services (desirable)

Strong interpersonal and communication, listening and observational skills (essential)

Good problem-solving with creative thinking (essential)

Able to produce reports and give presentations

Use of Microsoft office and email

Positivity and enthusiasm for improving the local community (essential)

Relationship building including starting, renewing and keeping community connections (essential)

The ability to work effectively with a wide range of teams in a diverse community (essential)

Commitment to promote social changes that support the health and well-being of the local community (essential)

The ability to complete data entry and documentation of visits (essential)

Strong time management skills (essential)

Knowledge of local languages (desirable)

Benefits

- You will be offered an induction and training programme when you start your new role as well as ongoing, on-the-job, professional development through weekly meetings in the primary care clinic with certification
- Skills developed during the role will support career progression with opportunities to advance into more technical, clinical roles
- Debrief and reflective sessions with supervisor and regular meetings with direct line manager and their team)

Benefits as employee of the local GP practice and from experience and support from the wider teams