Cumberland Council

Post Specification

Date	**September 2023**
Post Group Number	**6549**
Post Title	**Health and Wellbeing Officer**
Job Family	**People Care and Development**
Job Family Role Profile	**PCD8ii**
Final Grade	**8**

To be read in conjunction with the job family role profile

Service Area description

Health and Wellbeing Team within Public Health People Directorate

Purpose of this post

The role of a Health and Wellbeing Officer is integral to the wider health and wellbeing system across Cumbria and will provide an essential service to improve the health and wellbeing of people in Cumbria.

As part of the wider health and social wellbeing system, to work with individuals (over the age of 16) and their families in their homes and local communities to improve their health and wellbeing and reduce demand on statutory services by:

- Helping them to identify health and wellbeing aspirations and goals
- Tailor support to those communities that are disproportionality affected by health inequalities
- Helping them to take action on factors that influence their health and wellbeing – including their lifestyle, relationships and economic situation
- Building their capacity to be independent and resilient.
- Assisting them to engage with their local communities and social networks
- Working with statutory services, carers and the individual to identify alternatives to statutory support.

For those already accessing statutory services, Health and Wellbeing officers will work with them to ‘step-down’ to non-statutory services when appropriate to do so.

In addition to this the health and wellbeing officer will support a Public Health response to manage the spread of infectious diseases during outbreaks or pandemics by undertaking the function of a local contact tracer by:

- Making contact with index cases and their contacts
- Provide appropriate support, advice and guidance
- Capturing all relevant information
- Working with all relevant partner agencies to reduce the spread of the disease
- Escalate any concerns relating to complex cases, incidents, outbreaks, risk and safeguarding to appropriate partners

Key job specific accountabilities

1. Provide appropriate information, advice and direct support by supporting people to improve their health and wellbeing and achieve a happy and healthy life.

2. Identify via referral and case finding, people and/or families who could benefit from practical wellbeing support. This will require close partnership working with statutory services, third sector organisations, carers and individuals themselves. Health and Wellbeing officers will work at a community level and effectively integrate with social care systems and primary care networks.

3. Using effective listening, observation and communication skills build relationships and use motivational interviewing techniques to help them create and work towards their vision of a good and healthy life.

4. Assess how people's lifestyle, relationships and economic situation are impacting on their health and wellbeing. Work with individuals to co-produce, and work towards, wellbeing plans over an agreed timescale. Review and revise plans as necessary. Health and Wellbeing officers will predominantly work with people who have low complexity needs, such as social isolation and lifestyle issues; however some time will be spent working with people who have complex needs such as mental health issues, homelessness, self-harm/self-neglect.

5. Using coaching and motivational interviewing techniques, help people to develop the skills and confidence so in the future they can be resilient and i) prioritise their wellbeing and ii) actively plan to maintain their independence in the future.

6. Build people's ability to become active and connected to their communities and social networks. Assist people to take notice of what is going on around them, and identify ways in which they can make a positive contribution to the lives of others.

7. When people in Cumbria are affected by a crisis and/or major incidents (such as environmental disasters like flooding), adopt a flexible approach to providing support and assistance where it is needed most. This may be as part of a multi-agency response to the needs of an individual/family, or as part of wide-scale emergency response and recovery arrangements.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	• A nominal budget will be allocated to the Health & wellbeing Coaches ot support work with clients
Staff Management Responsibilities	• Work across traditional boundaries, at an operational level, to encourage and influence others to be inclusive and to help build individual and community capacity.
Other	• Keep up to date with policy and guidance in relation to health protection such as infection prevention and control measures (IPC) • Adhere to CCC Safeguarding Adults and Children protocol • Utilise a range of coaching and motivational tools • Confidential information and records • Data collection, outcome monitoring and reporting • IT equipment

Essential Criteria - Qualifications, knowledge, experience and expertise

- Safeguarding Level 1 or equivalent
- Knowledge and experience of working with people within the community
- Desirable: Understanding and application of theoretical approaches, practices & procedures relevant to health improvement & wellbeing (stop smoking, weight management, sensible alcohol consumption, mental wellbeing)

Disclosure and Barring Service – DBS Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced – Adults

Job working circumstances

Emotional Demands	• working with vulnerable adults and young people with complex needs; • working with diverse client groups; • unpredictable demands and disruption to planned work
Physical Demands	
Working Conditions	• Rotational weekend 'on call' duties • lone working • may work with high risk customers who can present as violent and distressed; • home visits • isolated working outside core hours

Other Factors

- travel around Cumbria
- clean driving licence and access to car
- agile working applies
- work across districts