**JOB DESCRIPTION**

**WAFD EDUCATOR**

**MAIN PURPOSE**

# As an educator in our service,you will support service users to achieve improved health outcomes through co-delivery of the group based Desmond Walking Away from Diabetes (WAFD) education sessions. You will conduct 3 month follow ups and be responsible for sourcing venues, marketing and all administrative and data reporting duties aligned to this role.

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| 1. Position Details | |
| Position Title | WAFD Educator |
| **Reports to** | Service Manager |
| **Salary** | £24,500 |
| **Location** | Southwark mainly and other London areas |
| **DS/DBS level** | Enhanced |

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| 2. Purpose |
| Primary responsibilities :   * Supporting participants to achieve improved health outcomes * Delivering face to face and virtually group-based Desmond Walking Away from Diabetes education sessions (typically each session is 3 hrs and up to 20 participants) * Delivering 3 month follow up appointments * Working effectively with the service manager to ensure seamless customer experience and the highest quality delivery of Desmond programmes * Completing documentation in a timely and accurate manner   Educators will also   * Source appropriate local venues, including appropriate checks, documentation and liaison as required * Local marketing activity as required * Gathering participant feedback and experience |

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| 3. Key Duties |
| **Session delivery**   * To follow the prescribed training programme for Desmond WAFD , which will include:   + Attending training (may involve travel in order to attend)   + Committing to any follow up training and support for ongoing development as an educator * To deliver the Desmond WAFD programme to participants in an area, ensuring participants achieve and experience the right learning outcomes * To work as part of a small team to effectively deliver the WAFD sessions according to the curriculum and using the appropriate resources. * To manage group dynamics and support collaborative working * To ensure patient confidentiality at all times * To participate in personal development and reflection through giving and receiving feedback on performance as an Educator * To be prepared to study in own time * To carry out self-evaluation after delivery of every WAFD education course * Create a safe environment by demonstrating active listening, group contribution, and facilitating the session appropriately * Ask open questions and deliver in a non-judgemental way * Maintain Duty of Candour responsibilities at all times   **Other Duties**   * To ensure that all pre group session relevant data and medical information is collected before the session including HBA1c * Maintain accurate paper patients records on all patients * To input all data onto IMPACT after each group session and follow up * Ensure that scales and stadiometers are calibrated and fault free. To inform Service Manager when scales need calibrating. * Ensure all equipment and resources are complete and up to date and well maintained. * To be responsible for ordering workbooks and ensuring that there are sufficient for each session   **General**   * To participate in the promotion of good working relationships with internal and external colleagues and stakeholders * To attend team meetings and keep up to date with EH policy updates * To complete EH induction * Recognise each patient’s right to privacy, dignity and confidentiality, showing due regard to patients property * In accordance with delegated tasks, organise and manage own workload * To report all complaints, incidences and accidents appropriately and document such occurrences in accordance with organisational policy * To work alongside colleagues to ensure cover is available for planned absences and to provide cover for colleagues during holiday periods and staff sickness * To ensure all mandatory and statutory training is up to date * To take responsibility for own professional and organisational knowledge * Adhere to EH procedures and programme policies, including participant confidentiality, data security and rights to privacy, safety and dignity * Undertake projects and other responsibilities as required |

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| 4. Experience |
| **ESSENTIAL:**   * Previous experience of working with groups (paid or voluntary) * Some knowledge or awareness of diabetes * Delivered customer service excellence and high performance in past and current roles * Experience of successfully engaging with Participants, Patients or Service Users * Proactive, self-motivated and able to work for long periods of time without supervision   **DESIRABLE:**   * Previous experience within a healthcare organisation or in providing diabetes care * Formal training related to either teaching, counselling or group leadership * Attended/observed WAFD or similar course * Experience of working in the community |

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| 5. Competencies and Knowledge and Qualifications |
| **ESSENTIAL:**   * Exceptional training, educational skills and presentational skills * Exceptional interpersonal and written & verbal communication skills * Proactive team player, demonstrates respect and values the contribution of others * Ability to accept, give and build on feedback for personal development * Strong self-evaluation skills * Strong influencing and relationship management skills * Excellent level of literacy and numeracy * Good IT Skills, including MS Word, Excel, PowerPoint and Outlook * Able to work and travel across different areas as required * Excellent attention to detail * Demonstrates clear understanding of patient confidentiality and respects equality and diversity in all forms   **DESIRABLE:**   * Undergraduate degree in a health or counselling subject (health psychology, public health, nutrition and/or exercise science, health promotion, nursing) * City and Guilds Level 3 Health Trainer or equivalent NVQ * Physical activity qualification * Understanding of continuous improvement * Understanding of Health coaching and behavioral interventions |

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| **6. Information Security** | |
| All EH personnel are required to comply with EH’s policies relating to Information Security and Data Protection, specifically to:   * Protect all information assets from unauthorised access, disclosure, modification, destruction & interference * Treat the security of all information assets according to their designated information security classification * Ensure that they only access information assets that they are authorised to do so. * Adhere to the procedure for reporting any security weakness or event * Commit to, and participate in, personal development of information security awareness & knowledge * Comply with all laws and contractual obligations regarding the protection of data |  |