**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
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