

JOB DESCRIPTION

Health Trainer – Southend-On-Sea

MAIN PURPOSE

- Health Trainers help their patients to assess their lifestyles and wellbeing, set goals for improving their health, agree action-plans, and provide practical support and information that will help people to sustain their new health behaviours. Working as a health trainer in our services, you will be:
- Helping people identify how their behaviours may be affecting their health.
- Supporting individuals to create a health plan to help make changes to improve their health.
- Coordinating other service elements and specialities (e.g. stop smoking service, weight management service) into one cohesive service for the individual.
- Helping individuals to become more knowledgeable about things that can affect their health and wellbeing.
- Signposting to other agencies and professionals.

The Health Trainer will play a critical role in engaging patients and use health coaching techniques to support them to take an active role in their health and wellbeing. The Health Trainer will work closely with those of low to medium complexity who will usually have 1 or more long term conditions. The post holder will work closely with the other members of the primary care team and complex care teams in the management/decision making about care and service provision for individual patients. This will include:

- Care planning, health and wellbeing coaching and delivery of systematic self-management support based on a knowledge of individual's activation levels.
- Care coordination across care continuum (including identification and support of carers)
- Support effective team working in primary care through taking on appropriate practice-based tasks, attending regular team meetings if required, working with the complex care teams.
- Support for individuals to access appropriate community resources and services.

SUMMARY OF RESPONSIBILITIES AND DUTIES

- Identifying people with long term conditions to help support their health and wellbeing
- Identify and engage with individuals from agreed target groups providing information to individuals about the relationship between behaviours and health and promoting improvement in their health and wellbeing.
- Support and motivate individuals, over around 6 sessions throughout a year, to identify their health needs and assess the barriers that prevent them from making healthy choices, assisting individuals to learn in learning how to make better health choices and support them in initiating and sustaining appropriate behavioural changes using their 'personal health plan' (PHP).
- To teach and supporting patients to understand and manage their own conditions and maintain an independent lifestyle through health coaching techniques

- Reach out to patients on a regular and agreed basis.
- Play an active role in MDT meetings and Everyone Health team meetings.
- Co-ordinate patient appointments.
- Map and connect to community activities and resources within Southend.
- Build strong links with the voluntary sector to improve partnership working.
- Adopting a multi-disciplinary and multi-agency approach to care, ensuring that all aspects of the patients' needs are met.
- Keep accurate records and written reports and ensure patient contact data is recorded in accordance with Everyone Health and Commissioner Policies, to ensure compliance with Information Governance GDPR and Data Protection in relation to client and patient information.
- Manage waiting lists if appropriate.
- Promote the service within the Primary Care Network, both for users and clinicians, building positive working relationships.
- The post holder will have a key role in helping to raise the local population's awareness of the support, groups and opportunities available to assist them in achieving their health and wellbeing goals.
- Be accountable for the monitoring and achievement of service key performance indicators (KPIs) and other quality related targets.

PERSON SPECIFICATION

1. SKILLS & ABILITIES

- Be able to plan and manage own time and activities around the needs of individuals in the community to respond effectively to referrals
- Ability to keep accurate records of activity to provide data and monitoring information
- Effective numeracy and literacy skills
- Emotionally sensitive and empathetic to members of the public who wish to improve their health, to be supportive and encouraging to people in difficult (sometimes frustrating) situations
- Value and be respectful of other people – regardless of background or circumstances
- Have strong interpersonal and communication skills
- Be flexible with good time management and planning skills
- Be interested in motivating and supporting both individuals and groups in community-based settings, and in the home.
- Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload
- Knowledge of public health issues in the local area
- Understanding of, and commitment to, equality, diversity and inclusion.

2. KNOWLEDGE

- In depth knowledge of local communities
- Knowledge of the challenges to achieving health improvement amongst local vulnerable and deprived communities
- Knowledge of IT systems to include the ability to use word processing skills, emails and internet.

- Knowledge of the needs of patients with long term conditions

3. EXPERIENCE

- Experience of working with and engaging individuals and groups of adults.
- Experience of actively engaging with local communities.
- Experience of using Microsoft programmes (Word and Excel)
- Experience of team working
- Experience of managing a personal workload or caseload
- Experience in health promotion
- Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (can include unpaid work)
- Experience using clinical systems e.g., SystmOne and/or EMIS.
- Experience of partnership/collaborative working and of building relationships across a variety of organisations including the voluntary sector

4. QUALIFICATIONS

Essential: GCSE Maths and English to at least Grade C, or equivalent.

Desirable: Recognised Health Trainer qualifications e.g., City & Guilds Level 3 *Certificate for Health Trainers*, or equivalent, or Royal Institute of Public Health Level 2 *Understanding Health Improvement* or equivalent. If this is not held, the post holder will be supported in achieving these qualifications within the probationary period.

5. SPECIAL CONDITIONS

- Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
- Role incorporates evening / weekend working, with variable levels of travel across Southend-on-Sea.
- Full UK Driving licence and access to a car for work- with 'business purposes' insurance.
- Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.
- This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).