**JOB DESCRIPTION**

**Health Awareness- Service Coordinator**

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| **1**. | **JOB DETAILS:** |  |
| **Job Title:** | Health Awareness- Service Coordinator (Havering)  |
| **Reporting to:** | Senior Manager Advisory and Wellbeing Services |
| **Based at:** | Age UK Redbridge, Barking and Havering  |
| **Working Hours** | 32 Hours per week |
| **Remuneration:** | £26,374 p.a. (pro rata); £24,114 actual |

**2. JOB PURPOSE:**

Information & Advice

This service provides information and signposts to all relevant health services across Havering to assist residents, volunteers and workers within the borough to make positive lifestyle behavior choices. It provides outreach sessions to raise awareness in health matters and recruits Health Champions to have these brief interventions.

**3. MAIN DUTIES AND RESPONSIBILITIES**:

**Managing Staff and Volunteers**

* Recruitment of Health Champions and Campaign volunteers to the project
* Management of Health Awareness Officer, Admin Support Officer and volunteers
* Responsible for liaison with Age UK RBH Volunteer Manager for recruitment of Campaign Volunteers.

**Planning, Monitoring and Reporting**

* Plan delivery and ensure specified targets are met
* Develop effective methods of capturing data for project outcomes
* Provide quarterly progress reports
* Supply data summary & analysis to Havering Council concerning Health Champions via quarterly Focus Groups
* If required, attend monitoring and contract meetings with Havering Council and implement any agreed variations in the provision of the project
* Source feedback from community partners to provide to LBH commissioner on request

**Events Organisation**

* Plan, organise and promote health awareness events in Havering
* Identify venues, organise staff and volunteer attendance and promotion of events
* Ensure health and safety procedures are followed at events
* Work with the Communications Department in Age UK and Havering Council on the production of marketing material and press and publicity for events

**Outreach**

* Research and ensure attendance at events to promote the My Health Matters project
* Provide talks and presentation in the community about the My Health Matters project and health awareness
* Obtain press coverage for the My Health Matters project
* Liaise and build relationships with external agencies and establish suitable locations to have a presence at e.g. hospitals, clinics, supermarkets

**Health Champions**

* Responsible for administration of all Health Champion applications and training in line with RSPH Training Centre requirements.
* Ensure records of Health Champions and those who enquire about becoming one are accurately maintained in line with GDPR
* Ensure accurate registration of those attending Health Champion training is completed
* Ensure Campaign Volunteers are Health Champion accredited
* Actively promote retention of Health Champions, including provision of additional training modules
* Source content and produce the Health Champions Newsletters and regular mailouts
* Organise and host award events for newly qualified Health Champions
* Organise the quarterly Focus Groups (source venue, speaker, invites, co-facilitate)
* Pledges – accurately record then follow-up 3 months after training

**4) General responsibilities**:

* Establish strong links with other Age UK RBH staff and contribute to the wider aims and objectives of the organisation.
* Take part in Age UK RBH events and activities as agreed.
* To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
* To attend staff meetings, training courses and other meetings as required.
* To comply with Age UK Redbridge, Barking & Havering’s policies with particular regard to Equal Opportunities, Health and Safety, GDPR and Confidentiality.
* Attend training courses as required.
* To be committed to Age UK Redbridge, Barking & Havering’s policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to the Senior Manager (Services) and that safeguarding is embedded in all decisions and actions.
* To show flexibility and a willingness to cover for other staff.
* To carry out any other duties as may be reasonably required from time to time.

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|  | **Essential** |
| **Experience** | 1. Relevant experience working in health awareness. |
| 2. Experience of working with a range of stakeholders and partnership working or strategic networking, including voluntary, social care or health sectors |
| 3. Experience of planning, delivering and evaluating programmes and events  |
| 4. Experience of managing staff and/or volunteers |
| **Education/****Training**  | 5. No specific qualification is required, but must be, or willing to undertake the training to be, a Royal Society of Public Health (RSPH) accredited Health Champion and to undertake subsequent training modules in specified health topics. |
| **Skills and Knowledge** | 6. Knowledge of public health issues e.g. cancer, obesity, smoking cessation |
| 7. Ability to promote and raise awareness of the service through stakeholder engagement and social media and publicity tools. |
| 8. Excellent communication skills both verbal and written. |
| 9. Develop and maintain effective systems for collecting, collating and reporting information. Able to write reports as required. |
| 10. Ability to support and motivate Health Champions and Campaign Volunteers |
| 11. Ability to work alone using own initiative as well as working as part of a team. |
| 12. Able to efficiently work under pressure and meet deadlines through efficient time management |
| 13. Computer literate, able to use Microsoft packages, email, the internet, web searches and data input in databases |
| 14. An understanding of and to comply with Age UK Redbridge, Barking & Havering’s policies and procedures with particular regard to Equal Opportunities, Confidentiality, GDPR, Safeguarding and Health & Safety. |
| **Other**  | 15. Willingness to work across organisational boundaries and agencies including health, voluntary and statutory organisations  |
| 16. Experience of working with diverse communities with the ability to communicate tactfully and diplomatically, both verbally and in writing, with people from a range of backgrounds.  |
| 17. This post is subject to a check through the disclosure and barring service (formerly CRB)  |

**Health Awareness Service Coordinator Person Specification**