**Job Description**

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| **Job title** | **Change 4 Life Sunderland Programme Support Worker** |
| **Grade** | **3** |
| **Service/Team** | **Neighbourhoods** |
| **Main purpose of job** | To support with the delivery of a healthy lifestyles programme which aims to improve the health and wellbeing of children and families.  Specifically, the role will focus on the promotion of healthy lifestyle choices and the development of skills, knowledge, addressing inactivity levels and childhood obesity. |
| **Key responsibilities** | **Communication:** Communicate information verbally and / or in writing to different audiences  in order to liaise with service users, parents, carers, professionals and external agencies.  - by providing advice & guidance on the content of the programme and delivery of activity sessions.  which is of a similar nature, to ensure members of the public, service users and external partners are kept notified.  - by producing documentation as directed by the Team Lead and to communicate effectively to a range of people, both internally and externally.  Provide information and / or advice and guidance  as directed by the Team Leader. Able to refer the matter to the relevant person to ensure an appropriate response is given.  - to customers, team members and service managers on the service being requested and highlight potential or actual problems which may be encountered and advise on ways to resolve these.  **Customer Focus:** To ensure positive relationships with internal and external partners, in order to build confidence in C4L participants and ensure adherence to the programme  - by possessing a general understanding of the range of services provided |
| **Key tasks** | **Planning and decision making:** Make decisions  with the Team Lead, and C4L team when dealing with problems and queries   * deal with and solve problems which can be both straightforward or complex, in conjunction with the team lead and other team members, to ensure efficient delivery of the programme.   -analyse and interpret information which can be generally straight forward or complex, to identify, assess and resolve problems to ensure the efficient delivery of the programme.  **Independence:** Undertake work independently  - whilst working with minimal supervision within the programme delivery guidelines and procedures. Higher level decisions will require the intervention of a manager.  **Composure and thoroughness:** Ensure work is carried out accurately and in an organised and effective way by prioritising work appropriately  - to contribute to ensuring all work across the team is delivered within designated timeframes.  - by using the relevant procedures, to ensure work is carried out effectively and efficiently. |
| **Other duties/specific policies** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council  The post meets the DBS eligibility criteria for a standard or enhanced DBS disclosure |