

Northumberland County Council
JOB DESCRIPTION

| | | | | |
|--|---------|---|--------------------|---------------------------------------|
| Post Title: Senior Health Trainer | | Director/Service/Sector: Public Health | | Office Use JE ref: 4202 |
| Band: 6 | | Workplace: County Hall, Morpeth | | |
| Responsible to: Stop Smoking Specialist | | Date: August 2022 | Job Family: | |
| Job Purpose: To contribute to improving health and reducing morbidity associated with lifestyle, by supporting people to develop healthier behaviours and ensuring that delivery of the Health Trainer service is to agreed quality standards. The senior health trainer role is multi-skilled and will involve working across and with a variety of disciplines within health and social care, and the local authority. Senior Health Trainers are an integral part of the wider public health workforce, with a rapidly expanding emphasis across local government on improving the health of residents and communities by preventing poor health and tackling inequalities. Their work is informed by the wider social determinants of health, such as the social, cultural, political, economic, commercial and environmental factors that shape the conditions in which people are born, grow, live, work and age. The Health Trainer programme contributes to the primary prevention of CVD and type 2 diabetes through the early detection and treatment/ advice of key risk factors such as smoking, hypertension, hypercholesterolaemia, increased levels of blood glucose, reduced physical exercise etc with the delivery of programmes including NHS Health Checks, Clinics, community support groups and education programmes. <u>The team work autonomously within the scope of their role and within legal and ethical requirements to implement strategies and policies that promote health and wellbeing. The work delivered enables individuals, networks and communities in which people live or work, an in the 'place' or locality in which people are living, to address unmet needs to improve their health and wellbeing.</u> | | | | |
| Resources | Staff | <ul style="list-style-type: none">• Direct responsibility for Health trainers, who work across Northumberland.• Supporting Health Trainers in community and health settings to ensure successful delivery of the health trainer programme by providing day to day operational support• Co-ordinates staff cover in the health trainer service including clinics, teaching sessions and events ensuing all have sufficient staff cover.• Supervises health trainers, ensuring that they take part in the staff appraisal scheme and comply with agreed personal development programmes, organising workloads of the health trainers. Responsible for support and guidance.• Day to day supervision for any health and wellbeing apprentices responsible for appraisal, support, guidance and mentoring.• The Health Trainer Service works from a central base and outreach clinic settings that are NCC and non NCC organisations, such as GP surgeries, pharmacies and community hubs• Supports the facilitation of Public Health education workshops around specialism for example, children and young people, public health campaigns, stop smoking service, ageing well. | | |
| | Finance | <ul style="list-style-type: none">• Supports the Public Health Managers in planning budget expenditure for equipment and other resources• Co-ordinates purchasing health trainer equipment and booking of venues under NCC procurement process.• Regularly works with small amounts of finance to purchase provisions for sessions eg fresh ingredients for healthy cooking on a budget session• Responsible for equipment and resources such as single point blood testing kits, Blood Pressure Machines, Carbon Monoxide monitors, mobile phone, laptop and secure file storage.• Supports community groups with funding applications for public health initiatives up to significant amounts, as part of a public health place based approach to improve the health of residents and communities by preventing poor health and tackling inequalities.• Orders public health campaign materials. | | |

| | |
|----------|--|
| | <ul style="list-style-type: none"> • Co-ordinates a communications budget for material required to support public health campaign. |
| Physical | <ul style="list-style-type: none"> • Maintains resources and resource logs, informing public health managers if items need replacing. • Collect and input client information onto a clinical recording system and understand data that shows where changes have been made to clients and their lifestyles • Prepares reports from SystmOne around referrals, client contact, waiting lists and service outcomes |
| Clients | <ul style="list-style-type: none"> • Members of the community, various organisations and health professionals. • Clients referred by GP, health professionals and adult services. |

Duties and key result areas:

Dimensions

- Supporting health trainers in community and acute settings to ensure successful delivery of the health trainer programme by providing day to day operational support
- Co-ordinate health trainer clinic management, including service cover, waiting lists.
- Co-ordinate health trainer programmes of work such as weight management programmes and delivery of NHS Health Checks within communities.
- Ensure all health trainers are up to date with required learning including clinical updates around height and weight measurements and undertaking blood pressure and cholesterol checks.
- Supports the co-ordination of work relating to specialism such as starting well, ageing well, smoking cessation, public health campaigns.
- Ensure that all programmes of work are compliant with NCC policies and procedures including undertaking risk and governance assessments.
- Supporting and encouraging local people to improve their health, wellbeing and lifestyle through motivational support and action planning.
- Helping people to find and use the right services to support health improvement.
- Identifying new referral pathways and strengthening existing ones into the health trainer service.
- To work with public health managers to develop new care pathways in the acute setting to help reduce re-admissions.
- Deliver bespoke programmes of work around individual specialism
- Deliver on Tier 2 weight management programmes, NHS health checks and physical activities such as health walks / armchair movement classes.

Communications and Relationships

- The ability to communicate effectively with a range of staff across disciplines, grades and organisations
- To develop working relationships with a variety of different organisations and teams and develop and implement health trainer work plans.
- The ability to communicate with people from the local community from a variety of backgrounds
- To take a leading role in disseminating advice and information to health trainers and feed back information regularly to the public health managers.
- To be able to communicate potentially sensitive information to other health and social care colleagues.
- , The ability to communicate clear, accurate and complex information to service users (cholesterol readings, blood pressure, BMI), using interpersonal caring skills to meet demanding needs of clients, on a range of health related issues. This information presented to service users has to be delivered sensitively and in a supportive manner to engage service users to adopt long term change to improve their lifestyle.
- Identify ways of ensuring effective ongoing communications with the local community and partners referring into the service.
- Develop and maintain relationships with health trainers encouraging them to share and learn from experiences.
- To develop good relationships with other health improvement staff to ensure coordinated and effective service delivery
- Provides and receives confidential information requiring tact or persuasive motivational? skills to support clients to adopt a healthier lifestyle.
- Sensitive patient details that also involves work with clients who have learning disabilities or mental health problems.
- Attend health trainer management meetings and provide up to date reports around performance and referrals.
- Must be able to demonstrate the English language proficiency level required for this post

Analytical

- To be able to interpret complex public health data to deliver on public health priorities using place based methodologies.
- To be able to prepare complex data reports from SystmOne to report on service activity including public health outcomes and transfer into national datasets for adult weight management and the national child measurement programme.
- To be able to collect and input client information onto SystmOne and understand data that shows where changes have been made to clients and their lifestyles and the impact on local health inequalities.
- To support health trainers in keeping accurate records and analysing data and trends
- To support effective evaluation systems within the health trainer service
- Ensure day to day compliance of health trainers with regard to service monitoring requirements including data collection and recording.

Planning and Organisational

- To be able to plan own workload within role boundaries and under the management of the public health managers and health improvement specialists.
- Liaise with key partners in community and acute settings to raise the profile of the health trainer service to enable access to primary prevention activities
- To organise supervision of staff to ensure effective and high quality delivery of the service
- To work with the public health managers and health improvement specialists to plan new care pathways in community and acute settings
- To plan and deliver sessions to identify and engage with individuals and groups to raise awareness of lifestyle issues.
- To support individuals to develop and 'action plan' to change behaviours and sustain those behaviours, leading to more healthy choices and actions.
- To support individual's personal health plans over time and review and revise these plans with individuals as appropriate.
- To enter all client information regularly into an electronic database.
- To plan own work and support health trainer's planning to ensure that individual and team targets are being met.

Patient/Client Care

- To develop and maintain relationships with individuals and their families to educate, facilitate and promote change.
- The role involves major direct impact on the health and wellbeing of individuals and communities, who are reliant on the job holder and involves assessment of their complex needs to arrange delivery of an appropriate programmes of care. The job holder has responsibility to take decisions which may affect the future wellbeing and circumstances of individual clients.
- To support individual's personal health plans over time and review and revise these plans with individuals as appropriate.
- To support individuals to find and access the right services.
- To identify and manage any risks relating to client care, particularly when performing home visits.
- To work with other health and social care teams to ensure coordinated delivery of care to meet clients' needs and support a reduction in re-admissions into health services
- To identify opportunities for developing new referral pathways and strengthening existing ones into the health trainer service, to ensure high quality patient care and choice.

Policy and Service Development

- Keeps up-to-date with local and national policies and guidelines for delivery that might impact on their role.
- Identifies ways in which the service may be improved and gaps in service delivery and takes a leading role in implementing any changes.
- Coordinates evaluation of activities and programmes to inform service delivery and development
- Works with other health and social care teams to support policy and service development

Financial and Physical Resources

- Identifies and manages appropriate levels of resource to deliver health trainer programmes and services.
- Maintains resources and resource logs, informing public health managers if items need replacing.
- Carries out risk assessment of equipment and activities
- Supports public health managers in planning budget expenditure for equipment and other resources

Human Resources

- Provides information on a variety of health topics to individuals, community groups, other staff and multi-agency groups.
- Supervises health trainers, ensuring that they take part in the staff appraisal scheme and comply with agreed personal development programmes, along with assessing staff to ensure they meet health trainer and NHS health check competencies. Delivery of on-the-job staff training, allocation of work and clinic rota's.
- Provide guidance, training and supervision to health trainers to enable them to achieve their competencies and carry out their role.
- To ensure both staff and client records are processed and stored in line with Trust/Council policies

Information Resources

- Records own health trainer work data regularly, including group sessions, brief interventions and personal health plans.
- Ensures that all health trainers are recording work data
- Creates a range of publications e.g., newsletters and fliers using various software, requiring adjustment and manipulation of information.
- Ensures that any database or client related data are correctly stored, processed and secured in line with Trust/Council policies.
- Ensures that health trainer information is widely available for Trust/Council teams through liaising with communication leads and others

Research and Development

- Maintains and shares with others information on current research and practice relating to the health trainer role.
- Identifies appropriate training to keep own practice up-to-date.

Freedom to Act

- Able to work independently within role boundaries and under the management of public health managers
- The post holder will need to be able to work on activities within national guidelines such as the Health Check Competency Framework, however they will also be required to make frequent decisions and use initiative throughout the day without access to management support.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

| | |
|-------------------------|---|
| Transport requirements: | Travel to work sites, area offices, meetings or other venues throughout the County and region and further afield on occasion. |
| Working patterns: | May include weekends and evenings. Mainly office based but some travel required. |
| Working conditions: | Mainly indoors. Occasional exposure to working outdoors. Frequent requirement to drive Undertaking finger prick tests and disposal of associated clinical waste and sharps. |

Northumberland County Council
PERSON SPECIFICATION

| Post Title: | | Director/Service/Sector: | Ref: |
|---|--|--|-----------|
| Essential | | Desirable | Assess by |
| Qualifications and Knowledge | | | |
| <ul style="list-style-type: none"> NVQ level 4 or equivalent qualification or significant experience within a health trainer type service. A knowledge and understanding of the underlying determinants of health and issues facing people in communities in Northumberland, particularly those in areas of multiple deprivations. Knowledge of evidence based approaches of working with those who have multi-complex disadvantages. Experience of working as a health trainer or in a similar public health role. To have an understanding of the health and wellbeing needs of individuals with a greater degree of dependency. To know your own limits of skills, competences and responsibilities and work within them A basic knowledge of health or local authority structures and public health policy developments | | <ul style="list-style-type: none"> City and Guilds level 3 health trainer qualification or Level 3 Community Health and Wellbeing Worker qualification A health-related qualification at diploma level 4 | |
| Experience | | | |
| <ul style="list-style-type: none"> Previous experience in a health trainer role or similar community health and wellbeing worker role, up to diploma level Experience of partnership working Experience of monitoring and evaluation To have experience of facilitating groups or teaching community workshops Experience of undertaking health and wellbeing assessments such as blood cholesterol testing, blood pressure, height and weight. Experience of working with challenging behaviour as the postholder will have some exposure to disagreeable people related behaviour. Experience in delivering difficult messages to service users to encourage them to adopt change to improve their lifestyle for improve their life expectancy Experience of working with clients with emotional or mental health problems. | | <ul style="list-style-type: none"> Management experience Experience of cholesterol finger prick testing Experience of delivering weight management or physical activity programmes to groups. | |
| Skills and competencies | | | |
| <ul style="list-style-type: none"> To have good motivational skills Proficient IT skills Proficient computer literacy and keyboard skills The ability to safely move and handle displays and training equipment. | | <ul style="list-style-type: none"> Management experience Competencies around healthcare assessments such as blood pressure monitoring | |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • Excellent communication skills and the ability to develop methods to manage barriers to effective communication with communities and individuals • The ability to establish and maintain effective ways of communicating with local people in diverse communities on a range of issues relevant to their health and social care. • The ability to respect the individuality, values, cultural and religious diversity of individuals and their families and ensure that the service is sensitive to those needs • Be able to respect confidentiality even in difficult situations • Proven good planning and organisational skills • Proven ability to work on own initiative • Proven ability to work as part of a team • Must be able to demonstrate the English language proficiency level required for this post • Ability to be flexible in working hours (occasional weekends and evenings) and environments to meet the needs of the service. • A confident yet approachable manner when working as part of a team • To be able to lead, supervise and support other staff in delivering the health trainer work plans. • To be confident in working with a wide variety of partners and have a good understanding of the range of services provided in localities • Ability to demonstrate sensitivity, empathy and compassion to the needs of the service users and carers. Being able to provide advice, guidance and persuasive skills to encourage service users to adopt change in their lifestyle. | | |
| Physical, mental, emotional and environmental demands | | |
| <p>Physical</p> <ul style="list-style-type: none"> • • There will be a requirement for periodic high physical effort, such as lifting, carrying heavy equipment to events, clinics and training venues. • Standard driving skills • Frequent requirement for light physical effort for several short periods during shift. • Occasional requirement to exert moderate physical effort (e.g.: exercise classes) • Operates equipment such as single point blood testing kits, Blood Pressure Machines, Carbon Monoxide monitors, mobile phone, laptop and secure file storage. | | |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • To provide cover for health trainer clinics, groups and programmes, where necessary in a variety of settings. Record health trainer data regularly including group programmes, brief interventions and client notes. • Undertake system audits and perform quality checks on client data that is recorded on the clinical management system, to ensure that all reportable fields are entered correctly, and processed in accordance with departmental, NCC policies and NHCT SystemOne Guidance. • Responsible for data entry, text processing and storage of data compiled by service users (e.g: food diaries). • Undertakes risk assessment for programmes of work, including clinic venues, health walks and physical activity • Facilitate group work and health trainer workshops within community group venues • Deliver brief interventions to members of the public at local events using MECC principles • Delivery of Tier 2 weight management programmes both face to face and using virtual online platforms • Delivery of NHS Health Check National Programme and Health MOT's that include blood pressure, height, weight and cholesterol testing • Attends multi-agency locality meetings to support Northumberland Communities Together and Thriving Communities. • Ability to deal with challenging behaviour • Work with individuals with long term and life limiting conditions and safeguarding action plans. <p>Mental</p> <ul style="list-style-type: none"> • Concentration required when driving to meet service users. • Concentration required whilst undertaking service user assessments. • Frequent concentration; work pattern predictable. • Concentration required in the development and analysis of public health reports, such as long-term referral patterns and evidence reviews • Plan and organise straightforward tasks and complex activities or programmes that require adjustment to meet the needs of client groups. • Organises health improvement events, groups and public health campaign programmes. • Able to deal with deadlines, frequent interruptions and conflicting demands, along with the ability to have lengthy periods of sensory attention <p>Emotional</p> | | |
|--|--|--|

| | | |
|---|--|--|
| <ul style="list-style-type: none"> • Regularly place significant emotional demands on the job holder including exposure to distressing or emotional circumstances whilst assessing clients. • • Exposure to clients with emotional and mental health problems, including clients who are on the severe mental health register living in the community. | | |
| Other | | |
| <p>Working Conditions Frequent requirement to drive Undertaking finger prick tests and disposal of associated clinical waste and sharps.</p> <p>It is an essential requirement of the role that the post holder has a valid driving licence and is either a car owner and able to use the car for work purposes or has a Trust/Council personal lease vehicle which may be used for the role. However, the Trust/Council would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role.</p> | | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits