

Job Description & Person Specification

Job title: Equality, Diversity and Inclusion Lead

Location / Contract: Suffolk / OneLife Suffolk

Role Type: Delivery Manager (member of Senior Practitioner Team)
(member of the Client Relations Directorate)

Salary: Competitive (plus 3% employer contribution to pension)

Hours: 37.5 hours

Reporting To: Marketing & Communications Manager

Purpose of job: The Equality, Diversity and Inclusion Lead will take a leading role in ensuring that the work of OneLife Suffolk reaches out and engages with communities of focus:

- BAME
- Faith communities
- LGBTQ+ communities
- People with learning difficulties and/or Autism
- Travelling Communities

The post holder will ensure that the above communities are fully engaged with the work and programmes on offer from OneLife Suffolk. The post holder will need to build strong working relationships and influence activities, including working across and outside of the organisation to improve our services and programmes. These relationships will include working with the CCG, GP practices, Suffolk County Council Public Health Team, health provider partners, Suffolk GP Federation, voluntary sector and community groups. The post holder will be responsible for referral generation into OneLife Suffolk programmes from the above communities of focus. There is a responsibility to report on any adaptations to services required to meet the needs of these communities. We are looking for a community led approach to ensure engagement and retention in our programmes and services.

Key Relationships: Senior Management Team, Senior Practitioners, Coordinators and Practitioners

Overview of MoreLife and OneLife Suffolk

MoreLife are commissioned by Suffolk County Council to deliver a county-wide Integrated Healthy Lifestyle Service. These services are delivered utilising the OneLife Suffolk brand locally.

The services are: Adult Weight Management, Child Weight Management, Smoking Cessation, NHS Health Checks, Health Walks, Get Help 2 Get Active and training for professionals including Making Every Contact Count (MECC) training.

Each of our services are under-pinned by psychologically informed behaviour change curriculums and all clients accessing service are encouraged to maintain long-term healthy behaviour changes via our active maintenance programme and support by the OneLife Suffolk Club.

Key Responsibilities of the Role

To work with OneLife Suffolk and MoreLife management teams to:

1. Be responsible for engagement with and referral generation from Communities of Focus across Suffolk in to OneLife Suffolk programmes and services – with a particular focus on BAME communities.
2. Be the local champion representing Communities of Interest – forging productive working partnerships, attending meetings across Suffolk and supporting joint initiatives where appropriate.
3. Ensure that the KPIs concerning outcomes from members of BAME communities of each service are met as set out in the Service Specification (amended yearly) and support the overall delivery of OneLife Suffolk KPIs.
4. Co-ordinate the day-to-day engagement with the relevant communities, including line management of the local Inclusivity Group and Equality, Diversity and Inclusion referral generation team.
5. Liaise with the local Senior Management Team (SMT) and Service Leads to coordinate the review and / or adaption of service delivery and curriculums to ensure that behaviour change programmes are relevant and sensitive to the needs of Communities of Focus.
6. Adopting a 'one size does not fit all' methodology to OneLife Suffolk programmes and encouraging local management teams to ensure that their services are acceptable to all members of the community, as far as possible.

7. Ensuring that access to services (for eligible clients) is equitable – that no content or practice, as far as possible, excludes engagement from all members of the community.
8. Ensure that any program adapted to meet the needs of the relevant communities is compliant with OneLife Suffolk governance – as guided by the Infrastructure and Improvements Directorate and Clinical Team.
9. Integrate continual service improvement into our programmes – ensuring the programmes meet the needs and are valued by clients from Communities of Focus e.g. BAME and minority communities whilst meeting the requirements of service outcomes and deliverables.
10. Working within the Client Relations Directorate, be accountable for the promotion of the adapted programmes – utilising a variety of channels to promote the service including Social Media and campaigns across the local community.
11. Ensure adherence to data collection and input to enable the production of reports that demonstrate service outcomes and meet the needs of the commissioning service.
12. Provide clear policy guidance for any charities or community groups that OneLife Suffolk choose to work with within this remit (to include GDPR compliance, Safeguarding awareness, managing risk, first aid and Health and Safety).
13. Promote OneLife programmes and generate referrals, creating links with a range of partners including voluntary organisations and community groups.

The Lead will ensure that adapted programmes are delivered according to the terms of the contract across Suffolk and will achieve the KPIs within the defined budget.

Senior Practitioner Roles and Responsibilities

- Nominal expenses & purchase responsibility and petty cash reconciliation.
- Responsible for day to day operational delivery.
- Responsible for monitoring day to day contract compliance and progression towards KPIs.
- Accountable for objective setting, supervision, appraisal and Continuing Professional Development of Practitioners.
- Responsible for setting individual service delivery targets in conjunction with Senior Management Team.

- Responsible for dealing with service issues and acting as a point of escalation for the team.
- Responsible for the reporting and escalation of day to day service delivery issues (e.g. system outage and staff shortages).
- Responsible for contributing to Business Continuity Planning and membership of emergency response team.
- Delivers sessions when necessary.
- Support across own management tier – and deputise for Senior Management Team level when requested.
- Act as a 'Service Specialist' and assist in the development of resources, presentations, training resources and provide support across other delivery teams when requested by Senior Management Team.
- Escalation to decision maker in line with structure.
- Accountable for adherence to organizational policies e.g. personal safety and behaviours.
- Accountable for appropriate risk and governance reporting, recording and follow-up e.g. Incident (near-miss) reporting and Safeguarding referrals and adherence to appropriate escalation procedure – and ensuring that information recorded meets minimum standards and is GDPR compliant.
- Role model for organisational values and recognises own role in OneLife Suffolk culture.

For all MoreLife Staff

- To partake in promotional activities outside of the usual responsibilities of your role as and when requested by line management.
- To be willing to work flexibly to meet the needs of the service including out of hours working (i.e. evenings and weekends) on an ad-hoc basis and with reasonable notice.

- Undertake any additional duties as deemed reasonable and beneficial to benefit the service.

Equality and Diversity

MoreLife is committed to the principles of valuing, respecting and delivering an organisational culture that promotes equality and diversity.

The organisation has clear goals and aspirations to promote equality both within the company and the provisions of our service. MoreLife is committed to ensuring that equality, diversity and human rights principles are at the heart of our operation and that this is emulated in our provision of healthcare to patients, the public and carers as well to our Staff.

Post holders must at all times carry out their job responsibilities with due regard to the MoreLife's Equal and Diversity policy.

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED		
			A	I	T
QUALIFICATIONS					
Educated to degree level or equivalent experience.		X	X		
EXPERIENCE					
At least two years relevant engagement experience in Public Health or Health and Social Care.	X		X		
Experience in delivering health and well-being programmes to local populations.		X	X		

Experience working with communities of focus: <ul style="list-style-type: none"> • BAME • Religious communities such as those of a Muslim or Jewish faith • LGBTQ+ communities • People with learning difficulties and/or Autism • Travelling Communities 	X				
An understanding and knowledge of the wider determinants of health and the role that local government and other agencies play in the health and wellbeing agenda.		X	X		
Experience in at least one of the following and a knowledge of the remainder: provision of public services, health promotion, working with BAME/minority communities, behaviour modification programmes, quality control, stakeholder engagement activities, research and evaluation, and project management.	X		X		
Experience of the provision of public sector services (i.e. National (DH, DfE, PHE, NHS England) Local (Local Authorities, CCG's) Charities and other public sector agencies.		X		X	
Experience of developing and delivering community-based projects, events and programmes.	X		X		
Experience in developing individual actions plans to ensure the delivery of services.	X			X	
Experience in applying improvements to service delivery to make processes more efficient.	X				X
Previous team management experience inc. all relevant processes inc. supervision, appraisal, performance management, Continuing Professional Development and other pastoral duties as required.	X		X		
Demonstrable ability to organise own workloads and the workloads of others.	X				X

Experience of being accountable for all service outcomes delivered by a team of Practitioners.	X			X	
Experience of working in partnership with a range of organisations particularly those in the public sector.	X			X	
Experience of delivering training to members of the public and other health professionals.		X	X		
Experience in community involvement and engagement.	X		X		
Practical experience of facilitating change.	X			X	
Experience of building professional relationships and working in partnership with other Providers inc. Primary & Secondary Care, Voluntary & Community Organisations, Workplaces and Health & Social Care agencies.	X			X	
OTHER REQUIREMENTS					
Ability to present a professional image with clients and internal and external stakeholders.	X		X		
Knowledge of Public Health models and approaches in changing behaviour.		X	X		
Strong commitment to public health/health promotion principles and practice.	X			X	
Able to work flexibly to meet the needs of the service inc. evening and weekend working.	X			X	
SPECIAL ATTRIBUTES					
Able to speak a variety of languages, particularly Portuguese, Polish and Romanian.		X	X	X	
Able to facilitate healthy behaviour change within members of the public utilising a variety of techniques and assist other members of the team in maximising their own skills.	X				X
Willingness to take accountability for duties outside of own role - inc. supplementary roles e.g. Deputising for Senior Manager when requested etc.	X			X	

Act as a local BAME ambassador for healthy behaviour change.	X			X	
Able to work with Practitioners and Senior Management Team to ensure that maintenance of behaviour change and integration of all aspects of the IHLS are promoted and delivered operationally at all times.	X				X
SKILLS					
Excellent interpersonal and communication skills with particular emphasis on engagement, report writing and presentation skills.	X				X
Able to contribute to service reporting as directed by service management.	X			X	
Self-motivated, with an ability to work equally effectively as a part of a larger team or individually.	X			X	
Strong verbal and communication skills.	X			X	
Able to adapt communication-style to meet the needs of the audience.	X				X
Able to use own initiative and make decisions independently.	X			X	
Confident public speaker.	X				X
Able to manage confrontation within community settings.	X			X	
Excellent Information Technology skills with the ability to rapidly acquire new skills.	X			X	
Strong skills utilising Microsoft Office packages inc. Word, Excel, Outlook, PowerPoint.	X			X	
Ability to use own initiative and work flexibly as part of a team of people managers to tight deadlines.	X			X	
Possesses an adaptable and flexible approach to work, including the ability to work evenings and weekends when required.	X			X	

Understanding of GDPR and Data Protection Act - applies principals to own work to ensure compliance with relevant legislation.	X			X	
Excellent time-management and organisational skills.	X			X	
Able to prioritise own workload to meet service delivery requirements and support the completing needs of the service.	X			X	