

Job Description

Job title:	Engagement Practitioner 1 x West Suffolk (Full Time)
Location:	Suffolk (travel in the area essential)
Hours:	East – 22.5 hours / West - 37.5 hours
Salary:	£18,360 to £22,440 depending on experience (pro rate for Part Time Post) plus 2% pension contribution rising to 3% by October 2019
Reporting To:	Programme Manager Engagement Team
Key Relationships:	Programme Managers /Leads/ Stakeholder Link Practitioners
Contract Type:	6/12 Month Contract / Secondment

Background information:

MoreLife deliver integrated healthy lifestyle services as part of OneLife in Suffolk.

The offer includes the following:

- An engagement team which will be central to supporting the whole of the OneLife Suffolk offer;
- Adult & child weight management services,
- Physical activity for people with Long Term Conditions and Health Walks
- Smoking cessation interventions, & campaigns
- NHS Health Checks (Outreach)
- Training including MECC and smoking cessation packages
- Awareness Raising
- Public Health Campaigns and Events

The engagement team are central to supporting the whole of the OneLife Suffolk offer including but not limited to the adult & child weight management, physical activity & smoking cessation interventions. The engagement team, including the Stakeholder Link Practitioners (SLP) will work in a locality focused way engaging and link working with the Voluntary, Community & Faith (VCF) sector and Health & Social Care colleagues including Integrated Neighbourhood Teams. This team will be the infrastructure to support awareness raising and drive quality referrals and self-referrals to all the OneLife offer.

As well as stakeholder engagement and locality working and GP links, there will be delivery of training including various smoking cessation packages and MECC along with supporting Public Health Campaign delivery and events.

The team will also be trained to deliver Outreach NHS Health Checks, working alongside the Health Check Team to support delivery of these at events as required.

The Engagement Team need to be committed to active engagement with/working within the community and need to understand the issues that impact on those living and working in the community.

Job purpose:

To contribute to the Engagement Team Aims & Objectives supporting the OneLife Suffolk offer, to:

- Increase awareness and engagement across Suffolk through locality link working.
- Understand your role and responsibility to ensure all KPIs are achieved including smoking cessation packages delivered, MECC training, Public Health Campaigns and Events.
- Ensure all activities, events and training are effective and contribute to the OneLife aims, objectives and KPIs.

MAIN DUTIES AND RESPONSIBILITIES:

- This is a key objective for this role in this team. The engagement team will work in a locality focused way engaging and link working with the Voluntary, Community & Faith (VCF) sector and Health & Social Care colleagues including Integrated Neighbourhood Teams/Connect Sites. This team will be the infrastructure to support awareness raising and drive quality referrals and self-referrals to all the OneLife offer. As well as stakeholder engagement and locality working and GP links, there will be delivery of training including smoking cessation and MECC, supporting Public Health Campaign delivery and events. The team will also be trained to deliver Outreach NHS Health Checks, working alongside the Health Check Team to support delivery of these at events as required.
- The Engagement Team need to be committed to active engagement with/working within the community and need to understand the issues that impact on those living and working in the community.
- The team will have excellent understanding of the wider determinants of health and be familiar with local community and the key issues affecting health in that area. To provide support, information, health awareness and training to groups and individuals within the community to actively promote healthier lifestyles, and the OneLife offer.
- Ensure regular engagement with key partners, stakeholders, and commissioners who will be regularly involved and contribute to the on-going success of the service. Develop partnerships and regular communication with potential referrers, stakeholder and commissioners.

- Through the Marketing and Campaigns Lead liaise with the central office Marketing Manager to ensure the appropriate marketing tactics are executed at a local level to increase numbers of people referred to the programme.
- Identify potential business development opportunities.
- Involvement in the delivery of events and Public Health Campaigns in liaison with the Programme Manager and Marketing and Campaigns Lead.
- To work in partnership and collaboration with other SLPs, the wider Engagement Team and OneLife Suffolk Team, the local Health & Social Care economy, including a key relationship with Primary Care and General Practice, and all other statutory and non-statutory organisations and communities to improve the health of individuals and groups in the community through:
 - Liaising with the Integrated Neighbourhood Teams/Connect Sites
 - To be a Prevention Link Work leading for 2-3 INT/Connect Sites
 - To be the main link for OneLife with approx 13 GP practices per wte
 - Raising awareness of the OneLife offer across the locality for all, including agencies, communities, referrers and service users;
 - Increasing the referrals to service through engagement, feedback, events and training;
 - Delivering and supporting Public Health Campaigns and Events
 - Delivery of training e.g. MECC, Smoking Cessation Practitioner Level 2 (1 day) and Update (half day) training;
 - Recruiting to training & events;
 - Understanding the nature of, and engaging with local communities in agreed specific areas of deprivation in the area;
 - Providing practical support, information and motivation to individuals and groups in the community where appropriate;
 - Delivery of NHS Health Checks as outreach with the dedicated NHS Health Check Team;
 - Signposting and supporting individuals to appropriate services and assist them to use the service as appropriate;
 - Identifying lack of access or gaps in services and informing relevant agencies as appropriate.
- To inform and educate all agencies, communities, referrers, users and potential users about the OneLife offer through Face to Face engagement, promotion, events and distributing appropriate materials, giving correct and relevant information and signposting to appropriate services.

General

- To positively promote access to the OneLife offer and the aims and objectives of the OneLife service.
- To organise and engage with local community groups as necessary to enhance engagement and to develop and facilitate networks and opportunities.
- To competently take blood pressure and the NHS Health Check, to interpret and signpost/refer in line with protocol.
- To record, monitor and, with the Programme Manager of the service, actively improve on KPIs.
- Development and delivery of a plan of stakeholder engagement link working and activities, and training programmes.
- Monitor own activity, engagement work, training delivered, campaigns and events, as well as referral numbers to ensure programmes and activities meet necessary needs of stakeholders and commissioners and demand.
- Meet targets for training sessions delivered across a specified area of Suffolk.
- Collate feedback from our stakeholders and service users. Support production of analytical reports with the focus on furthering the development of the programmes and team.
- To keep accurate records of work.
- To identify, reach and engage effectively with target groups/areas/communities in line with KPIs.
- To attend team meetings and contribute to the performance improvement process and other meetings as requested and appropriate. This includes attending monthly 1:1 meetings with the Programme Manager, and team meetings, with the following focus:
 - Performance Targets – understand own contribution to agreed performance targets in line with KPI's;
 - KPI's – individual achievement against contractual KPI's;
 - Identify areas where additional training is required.
- To manage and organise own time and activities responding effectively and in a timely manner to all work.
- To take an active part in developing own knowledge and skills, and seek advice and support as and when necessary.
- Adhere to organisational policies and procedures.
- Any other task commensurate with the role as required.

Health and safety:

To maintain a positive attitude to health and safety in carrying out the duties of the post with special emphasis on the environment and safety of the individuals in your care.

Equal Opportunities:

Post holders must at all times carry out their responsibilities with due regard to the Company's equal opportunities policy.

The post holder will also need to be aware of and committed to the vision, policies and practices of the organisation by which they are employed.

Person Specification – Engagement Practitioner

Attribute	Essential	Desirable	How identified
Qualifications	Educated to degree level or equivalent relevant experience	A relevant qualification in any of the following: Public Health, Health Promotion, Education, Physical Education, Nutrition, Dietetics, Psychology or a related field.	Application
Knowledge and Experience	<p>Previous experience in engagement with various community, statutory and voluntary services.</p> <p>Previous experience delivering a service as part of a team.</p> <p>Experience of delivering training or presenting to a variety of audiences</p> <p>A passion to strive for continual improvement and a commitment to delivering a quality service.</p>	<p>Knowledge of public health , health improvement, obesity, physical activity smoking cessation interventions.</p> <p>Good knowledge of the local area, including relevant key partnerships.</p> <p>Experience of working in communities and community development activities.</p> <p>Experience of working independently to meet targets</p> <p>Knowledge or completion of NCSCCT modules</p>	Application/ interview
Special Attributes	<p>Good organisation skills and attention to detail</p> <p>Self-motivated and ability to demonstrate and work on own initiative for improvement of self and services.</p> <p>Strong interpersonal skills and the ability to build relationships with a variety of individuals and organisations.</p> <p>Ability to work under pressure and meet targets.</p> <p>Excellent verbal and written skills with excellent overall communication skills.</p>		Interview

