

Job Description & Person Specification

Job title:	Behaviour Change Training Coordinator
Location / Contract:	Suffolk / OneLife Suffolk
Role Type:	Marketing & Communications - (Member of the Training Team)
Salary:	£18,360 – £22,400 (pro-rata) plus 3% pension contribution
Hours:	22.5 hours
Reporting To:	Behaviour Change Training Lead
Purpose of job:	Networking with local workplaces and stakeholders to generate Behaviour Change Training appointments. To maximize the effectiveness of the Behaviour Change Training Practitioners by producing high quality leads and working as a team towards agreed set targets.
Key Relationships:	Senior Management Team, Leads Team, Senior Practitioners, Coordinators and Practitioners, Administration Staff

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

- Accountable for contacting organisations within Suffolk with staff that would benefit from behavior change training including but not limited to Make Every Contact Count (MECC) training.
- Accountable for completing telephone appointments to book our training team to deliver face to face training or to introduce organisations to our online training.
- Responsible for undertaking a regular review of how best we can improve our Training programme.
- Responsible for re-contacting all clients who failed to feel “more confident” after training and re-assessing their needs to better support them going forward.
- Supporting the Behaviour Change Training Team with follow up calls, sending out letters, emails and motivational texts.
- Responsible for referring service users to other opportunities within OneLife Suffolk.
- Contribute to the team performance by positively communicating and sharing and implementing Best Practice Ideas.
- Working alongside the wider Service Leads to support service delivery as required.
- Liaise effectively with all integrated services within OneLife to ensure customer requirements and contractual targets are met.
- Responsible for arranging delivery locations, according to relevant LSOA areas and number of referrals per area cluster.

Coordinator Roles and Responsibilities

- Responsible for delivering and / or coordinating front line services.
- Accountable for ensuring own service targets are met.
- Accountable for raising service issues immediately to Lead.
- Escalation to decision maker in line with structure.

- Accountable for adherence to organisational policies e.g. personal safety and behaviours.
- Accountable for delivering to own individual service delivery targets.
- Responsible for the reporting of day to day service delivery issues (e.g. system outage and staff shortages).
- Support across own peer group tier – and deputise for Training Practitioner to deliver face to face training if required.
- Operates within organisational values and supportive of 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					
Minimum of 5 GCSEs graded 4 to 9 (C to A*) including English, Mathematics and Science-related subjects.	X		X		
Educated to degree level or equivalent experience.		X	X		
Training qualification		X	X		
EXPERIENCE					
An awareness 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 of coordinating community activities (e.g. securing venues, managing cohort details, ensuring the availability of appropriate resources, risk management etc.).	X			X	
Experience of delivering community-based projects, events and programmes.		X		X	
Experience of community involvement and engagement.	X			X	
Experience of generating referrals into services and developing robust pathways with local providers.		X		X	
Experience of motivating people from diverse backgrounds and at differing organisational levels.		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	
Experience of promoting services at community events e.g. festivals, summer carnivals etc.	X				X
Experience of 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	
Able to work flexibly to meet the needs of the service inc. evening and weekend working.	X			X	
Able to contribute to service reporting as instructed by service lead and service management.	X			X	
Hold a valid driving license and have access to a car for the purposes of business travel across the county.	X				
SPECIAL ATTRIBUTES					
Able to facilitate healthy behaviour change within members of the public utilising a variety of techniques.		X		X	
Act as a local ambassador for healthy behaviour change.		X		X	
SKILLS					
Self-motivated, with an ability to work equally effectively as a part of a larger team or individually.	X			X	
Able to use own initiative and make decisions independently.	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		

Strong verbal and communication skills.	X				X
Able to adapt communication-style to meet the needs of the audience.	X				X
Confident public speaker.		X			X
Able to manage confrontation within community settings.	X			X	
Able to maintain accurate client records.	X			X	
Understanding of GDPR and Data Protection Act - applies principles to own work to ensure compliance with relevant legislation.	X			X	
Able to make suggestions for improving processes.		X			
Able to provide constructive feedback to both colleagues and clients as appropriate.	X			X	
Excellent time-management and organisational skills.	X			X	
Able to prioritise own workload to meet the needs of the service.	X			X	