

Job Description & Person Specification

Job title:	Health Walks Lead
Location / Contract:	Suffolk / OneLife Suffolk
Role Type:	Delivery Manager (member of Senior Practitioner Team)
Salary:	Competitive (plus 3% employer contribution to pension)
Hours:	18.75 hours (Flexible hours incl evenings and weekends)
Reporting To:	Healthy Lifestyles Manager (Adults)
Purpose of job:	To be responsible for delivering the Health Walks programme. The post holder will ensure that the service is contract compliant as per agreed KPIs and support the overall delivery of the integrated healthy lifestyle service. To co-ordinate the organisation and delivery of the Health Walks service. To provide provider leadership and line management to the team and provide feedback on the service, delivery and curriculum. This will include recruitment, support and development of a robust team of volunteers. To promote the service and referral generation, creating links with a range of partners, including voluntary organisations and community groups.
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 the Healthy Lifestyles Manager (Adults) and overall OneLife Suffolk and MoreLife management teams to:

1. Be responsible for the delivery of the Health Walks programme across Suffolk.
2. Ensure that the KPIs of the Health Walks service are met as set out in the Service Specification (amended yearly) and support the overall delivery of the OneLife KPIs.
3. Co-ordinate the day-to-day delivery and operations of the Health Walks programme, including line management of the Health Walks team and volunteer management, support and training.
4. Adhere to local and national guidance relevant to the Health Walks programme.
5. Ensure that the programme is compliant with OneLife Suffolk governance – as guided by the Infrastructure and Improvements Directorate.
6. Integrate continual service improvement into the Health Walks programme – ensuring the Health Walks are valued by clients whilst meeting the requirements of service outcomes and deliverables.
7. Working with the Client Relations Directorate, be accountable for the promotion of the Health Walks programme – utilising a variety of channels to promote the service including Social Media and campaigns across the local community.
8. 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.
9. Ensure clear policy guidance for all volunteers (to include GDPR compliance, Safeguarding awareness, managing risk, first aid and Health and Safety).
10. Promote the Health Walks programme and generate referrals, creating links with a range of partners including voluntary organisations and community groups.
11. Support operational delivery of the service, to include leading Health Walks when required.

The Health Walks Lead will ensure the programme is 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					
Experience in effectively engaging and communicating with volunteers with an understanding of what motivates them	X				
At least two years relevant operational and strategic management experience in Public Health or Health and Social Care.	X		X		
Experience in delivering health and well-being programmes to local populations.		X	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, 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 communicate the vision of the organisation and the part volunteers play Able to motivate volunteers and know how to get the best from them	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 ambassador for healthy behaviour change.	X			X	
Be an expert in own behaviour change specialism and utilise skills to improve the techniques of own team of Practitioners.	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 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	