

Job Description & Person Specification

Job title:	Behaviour Change Training Practitioner
Location / Contract:	Suffolk / OneLife Suffolk
Role Type:	Training Practitioner
Salary:	Competitive (plus 3% employer contribution to pension)
Hours:	30 hours per week
Reporting To:	Training Service Lead
Purpose of job:	To develop and nurture local partnerships and stakeholder networking opportunities across Suffolk for the purpose of booking and delivering behavior change training to professionals who may benefit from knowledge of behaviour change interventions and to enable trainees to feel more capable and confident in having a Healthy Lifestyle conversation after receiving training
Key Relationships:	Senior Management 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

The Training Team sit within the Client Relations Directorate which consists of:

- i. The Training Team.
- ii. Marketing and Communications Team.
- iii. Client Services Team.

The Training Team are accountable for the following functions:

Delivery of MECC /Behaviour Change training and ensuring Trainees feel more confident/capable of having a Healthy Lifestyle Conversation after having received training.

- i. Networking with local partners to deliver MECC training specifically building links with organisations working with BAME communities, Routine & Manual workers and clients from the most deprived areas of Suffolk).
- ii. Promoting awareness of the IHLS training team and the MECC /training offer available.
- iii. Developing and nurturing working partnerships to increase client/organisations access to training delivered by OneLife Suffolk . Work closely with the Training coordinator ensuring Training materials are available and venues locally sourced in the areas of need and that risk assessments are carried out where appropriate in liaison with the Infrastructure Lead/Co-ordinator.

The Training Team are responsible for activities which include:

- i. Delivery of training to professionals (Making Every Contact Count (MECC) training
- ii. Coordination of the Behaviour Change training to ensure clients have access to the digital training platform

- i. Developing working partnerships with and delivering MECC/Behaviour change training to, **Primary & Secondary Care and Prisons, Voluntary organisations, Social Prescribers, Community Connectors, Health and Social Care services, Educational Institutions and Workplaces.**

Training Practitioners will:

1. Be responsible for partnership working to encourage uptake of MECC/Behaviour Change Training
2. Have a good understanding of the client journey within each of the OneLife Suffolk services to ensure that professionals have any additional information to support their learning when undertaking a behaviour change intervention.
3. Understand the issues that impact upon those living and working within the community and identify training opportunities to support this intelligence
4. Utilise information from the Training Team Lead to identify priorities for the training team and boost trainee numbers onto MECC
5. Understand the Support and Maintenance Offer and integrate an overview of knowledge in this aspect when promoting the service.
6. Meet with external agencies to promote MECC training .
7. Agree robust local pathways between agencies to ensure that organisations have access to MECC training
8. Work closely with Social Prescribers / Community Connectors to ensure they have access to MECC training and can promote and support other individuals to book onto training.
9. Work in conjunction with the wider OneLife Suffolk Teams across Suffolk to promote MECC and deliver to areas of need:
 - i. Organisations from within the most deprived areas within Suffolk (as per LSOA).
 - ii. BAME communities.
 - iii. Routine and Manual workers.
 - iv. Workplaces.
10. When requested, assist in the facilitation of OneLife Suffolk Club sessions.
11. Undertake NCSCT Advisor Training
12. Undertake training to deliver any new versions of MECC and be aware of any Health Education England Changes to MECC Provision.
13. Ensure knowledge of MECC is current and to be aware of any legislative changes which may affect content and delivery.

14. Deliver MECC training as advised by the Training Service Lead and meet individual targets to ensure that contracted MECC delivery KPIs are met.
15. Ensure training is delivered to a high standard so that trainees feel more confident and capable of having a Healthy Lifestyle conversation after having received the training
16. Ensure that MECC training evaluation is routinely undertaken by professionals completing the training and record feedback as directed by the Training ServiceLead and working with the Training Coordinator to ensure client satisfaction is high .
17. Attend regular staff meetings as directed.
18. Support the Marketing team to develop content for promoting MECC within the OneLife Suffolk newsletter for partner agencies as required .
19. Inform the Training Service Lead when new Training opportunities are identified.
20. Involvement as directed, in the delivery of Public Health Campaigns in liaison with the Marketing and Communications Manager.

In addition to the above:

Where the Training Practitioner specialises in the relationship management of Primary & Secondary Care they will:

1. Encourage sign-up of Providers to the Primary Care contract for Smoking Cessation services.
2. Pass on any interest in other OLS services to the Team Leads

Practitioner Roles and Responsibilities

- Accountable for ensuring own service targets and KPIS are met.

- Accountable for raising service issues immediately to Senior Practitioner/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).
- Contribute to Business Continuity Planning and membership of emergency response team.
- Support across own peer group tier – and deputise for Senior Practitioner / Lead when requested.
- Accountable for appropriate risk and governance reporting e.g. Incident (near-miss) reporting and Safeguarding referrals and adherence to appropriate escalation procedure.
- 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		
Health and Social Care Level 2 or above.		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 client lists / cohort details, ensuring the availability of appropriate resources).	X			X	
Experience of delivering community-based projects, events and programmes.		X		X	
Experience of delivering training to members of the public and other professionals.		X		X	
Experience of community involvement and networking.	X			X	

Experience of generating interest into services and developing robust training 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 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 Senior Practitioner and service management.	X			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	
Be an expert in own behaviour change specialism.	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's records.	X			X	
Understanding of GDPR and Data Protection Act - applies principals 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	