Health and Wellbeing Officer

Department	**Health and Wellbeing**
Pay Grade	**G4**
Responsible to	**Health and Wellbeing Manager**

Role Purpose

To work with and support the Health and Wellbeing team and liaise with a range of other services and organisations to establish, develop and promote projects and initiatives which positively impact and improve the health and wellbeing of the district's residents.

Role Specific Responsibilities / Accountabilities

- To lead on the promotion of the Wellbeing Service to residents, businesses, organisations and health professionals including the production of an annual marketing plan, management of social media channels, organising events, delivering service presentations, and to identify new opportunities for promotion and methods to increase referrals.
- To support the assessment and implementation of targeted health and wellbeing interventions across the district.
- To work in partnership with local health and wellbeing service providers (voluntary and statutory) to promote the service and maintain referral routes and represent the service and attend meetings as appropriate.
- To produce an annual service report and quarterly case studies in line with WSCC Public Health monitoring guidelines.
- To support the administrative duties required to deliver in-house services and projects including responding to enquiries, processing booking forms, collating and entering data and any other administration task required to support the team.
- To provide support cover for the wider team by acting as the first point of contact to the service from individuals and agencies, booking appointments and managing diaries.
- To work as part of an effective team supporting the objectives of the wider Leisure and Culture team responding to corporate priorities as required.
- Follow the guidelines and principles of the Council's Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.

- To work some out of office hours (evening and weekend) and travel around Horsham District.
- Carry out such other duties that may reasonably be required by the Health & Wellbeing Manager.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Educated to GCSE level standard
- Knowledge of Public Health issues, healthy lifestyles and their impact on individuals
- Experience of promoting health and wellbeing initiatives
- Ability to establish, oversee and develop projects/activities
- Experience of partnership working with a range of organisations and/or services
- Excellent communication skills; verbal and written, presentation skills, able to supply reports as required
- Ability to work as part of a team and on own initiative with a solution based approach
- Work within a framework to achieve targets and standards within set timescales
- Excellent organisational and time management skills
- Experience of delivering administration and business procedures, within deadlines, which are customer-focussed and achieve business objectives
- Excellent customer service skills dealing with face to face, telephone and email enquiries from the public
- Proficient/excellent in use of IT including Microsoft Word, Excel and Outlook and social media platforms
- Working in a busy changing environment where flexibility, teamwork and adaptability are important
- Ability to support work of staff/managers/colleagues and to be able to build effective working relationships
- Enthusiasm for the promotion of wellbeing in the community
- Full UK driving licence and access to a car

Desirable Criteria

- Educated to A Level or higher in a relevant subject or relevant experience

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council's District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly