

POST:	Long-Term Health Conditions Project Coordinator
LOCATION:	82 London Road, Croydon, CR0 2TB
RESPONSIBLE TO:	Chief Executive Officer
SALARY:	£11,509.68 PA (Inclusive of Outer London Weighting)
HOURS:	14 Hours
LENGTH:	12 months fixed term with potential to extend

Job Summary & Purpose

We are seeking a very organised, practical, and energetic project coordinator to join our growing organisation to support us on our very successful LTC Project for year 3.

In this position, you will work with the CEO, the SWL CCG NHS, health champions, and the whole team to organise and implement this community outreach health initiative.

Working in a team environment, you will organise meetings, community health checks, awareness events, promotional materials, training, volunteering opportunities, workshops and focus groups and work in partnership with individuals and organisations to deliver against our long-term conditions' community outreach project.

We are partnering on this project with the Croydon BME Forum, funded through the SWL CCG to support BME and South Asian communities around health inequalities. This project seeks to support the LTC (Long Term Condition) preventative and proactive service model and pathway through:

- Targeted out-reach work to raise awareness of LTCs (particularly diabetes, COPD, and hypertension)
- Targeted out-reach work to raise awareness of risk factors amongst underserved communities, and to encourage and enable patients to recognise and present to existing interventions i.e., NHS Health checks, EPP, DoSA or their GP
- Increasing opportunistic case finding activity to detect and protect two key cohorts of patients i.e., those living with a diagnosed long-term condition for which the clinical treatment targets are not being met: and those with an undiagnosed long-term condition
- Identification of people at risk of developing a long-term condition such as people with raised blood pressure (hypertension), high diabetes risk, high cholesterol levels, high blood glucose levels, high BMI, large waist circumference, or smokers.
- Supporting patients to consider lifestyle changes to reduce their risk.
- To work with older people's service providers in Croydon to investigate alternative

localised models for service delivery, collaboration and joint project working.

- To create opportunities for people aged 40 years and over to engage in wider community life and live more active healthy lives.

Duties and Responsibilities

The post-holder will:

- Work to service all Southwest London Clinical Commissioning Group's activities in relation to Long Term Conditions grant agreement with the CCG.
- To facilitate meetings with statutory and community partners including identifying new participants, following up issues, keeping records of participants for evaluation and monitoring, and to plan agendas in consultation with the CEO about issues to be addressed.
- You will report data to relevant parties about issues arising from developments within health, social care, and other areas of priority for people with LTC's and maintain a good knowledge of local issues affecting identified communities.
- Plan, design marketing for and publicise a programme of talks (face-to-face) and webinars that address the LTC's. You will identify and invite speakers from a range of organisations (GPs, nurses, dieticians, consultants, charities, survivors, etc.) to speak at the events, ensuring that a wide range of communities are engaged, particularly from Thornton Heath and New Addington.
- Create marketing campaigns to raise awareness about LTCs, their risk factors, signs and symptoms and how to prevent them.
- Create all marketing for each health check, awareness talks or health event (posters, Instagram, Facebook, Eventbrite, Simply Connect Croydon, Linktree, WhatsApp, Website and MailChimp, etc.)
- To undertake outreach within South Asian and Asian communities in Croydon and to promote good practice amongst groups who work with Asian communities.
- Direct engagement with older people, people over 40 years, and groups across Croydon.
- To ensure effective two-way engagement between communities and statutory services.
- To advise statutory bodies and other organisations on the best means of engaging with marginalised communities, providing assistance where appropriate.
- To design and deliver training for health champions (both conversation champions and event champions).
- To facilitate workshops for health champions on issues related to LTC's, mental health, safeguarding, first aid, coaching, measuring BP, HR, diabetes risk, BMI, communicating with

people from other cultures and languages, etc.

- Occasionally support the DoSA Coordinator and engage with health providers in Croydon and signpost participants as appropriate, for example to the NHS Diabetes Prevention Programme or DoSA (Diabetes for South Asians)
- Be comfortable to manage HR of health champions and volunteers (references, applications, DBS, policies and procedures)
- Offer and conduct support and feedback conversations with your staff and volunteers
- Effectively communicate with health champions regularly about upcoming health checks, monitor, support and assess them.
- Book future health checks with local mosques, churches, temples, libraries, charities, businesses, etc., and book health checks into pre-existing community events, like Pride, Community Festivals, etc.
- Consistently share public health messages via ARCC media and communication streams
- Organise HCAs to attend some health checks to conduct blood glucose and lipids tests
- Coordinate HbA1c and Lipids with St George's, HCA's, and CCG. (Manage machines and consumables)
- Work with Brigstock Medical Practice and 2 diabetes health champions to improve outcome of patients from the Brigstock Diabetes Group (twice a week)
- Refer into the ARCC Mental Health Programme if any clients from LTC health checks present with mental health concerns
- Make appropriate referral i.e. any clients with diagnosed LTC's into the Expert Patients Programme (EPP). Any South Asian clients with diabetes type 2 into DoSA
- To ensure that impact evaluation is carried out with participants on all training courses
- Monitor current projects and coordinate all team members involved to keep workflow on track
- Monitor the LTC budget
- To undertake any other tasks that are commensurate with the post and which reflect the needs of the organisation.
- Work toward equalities and diversity in all the activities carried out.

Requirements and Qualifications

- Previous experience in an administration, project management, health, and marketing
- Experience with LTC's
- Excellent written and verbal communication skills
- Competent in Microsoft Office Suite (SharePoint, OneDrive, Excel, Word)
- Competent in Cloud based filing
- Have a strong and thorough knowledge of researching resources on the internet
- Very competent in Zoom (zoom polls, sharing screens, extraction of data)
- Competent in Eventbrite (extracting demographic data from registrations)
- Able to work effectively under pressure and produce quality work with strict deadlines
- Flexible and able to multitask on several different aspects of a project or on multiple projects.
- Ability to disseminate results from raw data
- Have previous experience in delivering health related projects
- Have previous experience of working with marginalised communities
- Be able to work with a diverse range of stakeholder including NHS, CCG, Council, VCS and public
- Ability to recruit, select and train volunteers in their role and provide supervision for their roles
- Experience with report writing and data analysis for management reporting
- Able to set up, monitor and evaluate systems and processes
- Confident in planning, organising, and facilitating events, both online and in person
- Ability to edit, create and extrapolate from MS Forms

Must haves:

- Full UK driving licence
- Access to large vehicle; to be able to transport tables, chairs, gazebo, and health equipment to community health checks
- Consent to DBS check
- Physically able to carry, erect and dismantle a large gazebo, tables, chairs and set up events
- Ability to change working days on different weeks to accommodate for community events with health checks
- Ability to sometimes work early mornings to set up at events, or in evenings for health webinars.

If you are interested in the above post please send a cover letter of no more than two pages along with your CV outlining how you meet the job description and person specification to: - recruitment@arccltd.com

The application deadline is Thursday 18th August 2022.

Interviews will be held on Wednesday 24th and Thursday 25th August 2022.