



Community Health and Wellbeing Project

JOB DESCRIPTION

EMPLOYER:	Asian Resource Centre of Croydon Ltd. CVA, 82 London Road, Croydon CR0 2TB Registered Charity No.: 1120376
JOB TITLE:	Community Health and Wellbeing Worker
LOCATION:	Various locations around Croydon (Thornton Heath)
RESPONSIBLE TO:	Community Health and Wellbeing Service Manager
SALARY:	£26,208
HOURS:	31.5 hours per week
LENGTH:	1-year fixed-term contract

Context of the role:

Community Health and Wellbeing Workers (CHWW) are frontline primary care and public health workers employed from the local community.

The outreach work of a CHWW is essential in addressing the rising inequities in health and social care and in identifying unmet needs in the community. The CHWW performs a variety of duties with the aim of improving the health and wellbeing of the communities they serve. They play a significant role in increasing health promotion, through a range of activities including outreach assessments, community education, signposting, informal counselling, and advocacy.

Their bridging role between health and social services and the community, facilitates access and supports the provision of services that meet the needs of the local community.



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Job Summary:

As Community Health and Wellbeing Worker (CHWW) you will be on the frontline working with households within Thornton Heath. The work of a CHWW is varied with the aim of improving the health and wellbeing of the communities they serve.

You will play an important role in promoting health and healthy lifestyles, improving health, prevention and early detection, and supporting health literacy through a range of activities including outreach, assessments, brief interventions, building capacity, community education, signposting, informal counselling, and advocacy.

This is an exciting opportunity to work on a project in partnership with ARCC, Croydon BME Forum (CBME Forum) and One Thornton PCN funded by NHS South West London.

Main responsibilities:

Making monthly household contact (or more frequent if the household needs require it) within a specific area in the community to assess the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.

Relationship Building and Health Promotion

- Build relationships with assigned households to understand their needs and context
- Signpost and/or refer to existing services to aid and support household needs. For example, Pentathlon Wellbeing, Mental Health support services, Expert Patients Program, EMHIP, Community Hubs etc.
- Offer health coaching and motivational approaches including problem-solving and goal setting
- Deliver personalised health promotion and supporting healthy choices and education, such as breastfeeding and immunisations whilst providing health literacy support
- Provide support and signposting with lifestyle advice such as smoking cessation, alcohol consumption, healthy diet and physical exercise
- To support households in understanding the health and social care system
- To support households through advocacy, including assistance with gaining access to statutory support services and benefits

Health Literacy

- To support those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments
- To support chronic disease diagnosis and management through raising awareness of adherence to medication
- To encourage early identification of signs and symptoms of chronic illness and share the information as provided by practices
- To identify household determinants of ill health and health-seeking behaviour
- To signpost and refer people to services across the health and care system and other existing community services

Day to Day Administration

- Keep digital records that reflect household and community needs and progress via a secure tablet that will be linked to the clinical system used by the General Practice
- To comply with data protection and confidentiality
- To maintain skills in using technology and primary care software
- Present your work and findings to the Community Health and Wellbeing Project Manager and multidisciplinary team

Community Engagement/Co-Production

- Engage with the community to ensure health services are satisfactory and appropriate in their design and delivery
- Facilitate networks within communities to build community capacity
- Managing conflict
- Advocating the needs as outlined by the community
- Identify local community assets and promote a community-based prevention agenda

Additional requirements in keeping with provided mandatory training:

- Supervision and Debriefing - To take part in supervision and debriefing
- Professionalism - The post holder must provide high-quality interactions irrespective of race, gender and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice
- Equality, Diversity and Inclusivity requirements - Protected characteristics training
- Confidentiality - The post holder must maintain confidentiality, security and integrity of information relating to people while on duty

- Data protection - The post holder must be aware of their obligations in respect of the Data Protection Act 2018
- Safety - The post holder must be aware of their role in safeguarding and promoting the welfare of children and adults. They must also be aware of the councils and General Practice lone working policies

Benefits

You will be offered an induction and training programme when you start your new role as well as ongoing, on-the-job, professional development through weekly meetings in the primary care clinic with certification.

Skills developed during the role will support career progression with opportunities to advance into more technical, clinical roles.

Debrief and reflective sessions with supervisor and regular meetings with direct line manager and their team.

Benefits as employee of ARCC/CBME Forum with additional experience and support from partner organisations, local GP practice and the wider teams.

Person Specification

Requirements and Qualifications

Knowledge and Experience	Essential	Desirable
Qualifications		
Competent level computer skills	X	
Experience of working in the community providing support to the public	X	
Experience		
Knowledge of local community agencies, services and resources	X	
Experience of volunteering in the local community	X	
Knowledge of local community demographics and culture	X	
Knowledge of basic health promotion/ health improvement	X	
Knowledge of health protection, the NHS and broader services		X
The ability to complete data entry and documentation of visits	X	
Strong time management skills	X	
Able to produce reports and give presentations	X	
Use of Microsoft Office and email	X	
Knowledge of local languages		X
Personal Attributes and Approach		
Strong interpersonal and communication, listening and observational skills	X	
Good problem-solving with creative thinking	X	



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South West London

Positivity and enthusiasm for improving the local community	X	
Relationship building including starting, renewing and keeping community connections	X	
The ability to work effectively with a wide range of teams in a diverse community	X	
Commitment to promote social changes that support the health and well-being of the local community	X	

All applicants are requested to send a cover letter along with their CV of no more than two pages outlining why they are suitable for this role to recruitment@arccltd.com

Application deadline: Friday 5th April 2024