

Job Description

1. Job Role

Job Title:	2 x Health Trainers - (must be flexible to suit local needs)
Hours:	37.5 hours per week (F/T) and 28 hours per week (P/T)
Salary:	£21,918 per annum (inclusive of ILW and pro rata)
Contract:	12 month initial contract
Main Location:	Osmani Centre / Community Setting
Accountable to:	Programme Manager
Responsible for:	Apprentices, Volunteers, Instructors and Service Users

2. Job Summary

Health Trainers are an important addition to services aimed at tackling inequalities in health, targeting resources on individuals and areas in greatest need.

The Health Trainer will:

- Identify and engage with individuals from agreed target groups and communities
- Support individuals in learning how to make better health choices and supporting them in initiating and sustaining appropriate behaviour change
- To carry out client health checks, assessments and personal health plans (PHP) on a one-to-one basis
- Facilitate group sessions such as health workshops, cook and eat classes, exercise sessions, walking groups etc.
- Help people to find and use the services they need
- Signpost people to wider services, which support and enhance their quality of life and health such as housing, finance, welfare and benefits, basic skills, training and education
- Provide individuals with enhanced support relating to wider determinant issues
- Provide people with accurate and reliable information about a range of health issues
- Record and report activity and results
- Work within the policies and procedures of Osmani Trust
- Undertake further training and development as required

3. **Communication and Relationships**

- Make contacts within different diverse communities
- Explain your role to contact groups where there may be barriers to understanding
- Communicate with individuals – providing advice in order to promote health and wellbeing
- Communicate in a way that is:
 - Appropriate to the individual
 - Uses empathy and reassurance skills to keep people motivated
- Inform manager and other team members of ways in which your service might be improved
- Develop and maintain communication within your team and others as appropriate
- To ensure good promotion/publicity and partnership by representing the project in different forums, boards, and meetings (as and when required)

4. **Knowledge, Training and Experience**

- Knowledge of your local community
- Good knowledge of English
- Basic numeracy and literacy skills
- Experience of talking to people face to face
- Experience of managing your own time
- Experience of being active in a team or group
- Experience of working with individuals and groups
- Experience of engaging with the local community
- Experience of setting individual personal health plans (PHP)
- Knowledge of what makes people healthy and unhealthy
- Knowledge of behaviour change methods
- Knowledge of the impact of inequalities and barriers to health improvement

5. **Key Responsibilities**

Make relationships with communities:

- Understand and engage with the local community
- Work with existing local groups to identify individuals with health issues
- Develop and maintain relationships with individuals who are experiencing the greatest inequalities in health
- Build up and maintain knowledge of contacts within the community

Communicate with individuals about promoting their health and wellbeing:

- Provide people with accurate and reliable information about a range of health issues
- Signpost individuals to other agencies for information, support and resources
- Provide information to individuals about the relationship between behaviours and health

Enable individuals to change their behaviour to improve their own health and wellbeing

- Help individuals identify how their behaviour might affect their health and wellbeing
- Help individuals to develop a personal health plan (PHP) and make the changes they want to make
- Support individuals in achieving their personal health plan
- Support individuals in maintaining their behaviour change
- Help individuals to access and use local services

The post will also include administrative duties:

- Ordering/restocking /maintenance of equipment and stock rotation and reporting about them regularly to the Programme Manager
- Ordering and display of Health Promotion materials in conjunction with client participation group
- Ensure clinical waste collection runs smoothly, reporting any problems to the Programme Manager / Team Leader
- Participate in the administrative and professional responsibilities of the project team

Manage and organise your own time and activities to support individuals in the community:

- Plan own time and activities around the needs of individuals in the community
- Respond effectively to referrals
- Keep adequate records as agreed
- Alert line manager to any issues in work (including concerns about individuals or work in the community)
- Take an active part in developing own knowledge and skills
- Seek advice and support as and when appropriate

Work with teams:

- Inform manager and other members of ways in which services might be improved
- Report to line manager on own capacity and capabilities
- Develop and maintain communication within your own team and with others as appropriate

To provide data and monitoring information:

- Collect data and information as required by the Health Trainers Programme

General:

- Participate in appraisal / personal development reviews and learning activities
- Understand and comply with all health and safety requirements relating to oneself and to clients

6. Client Care

- Work with clients from the local community
- Provide information and advice about health and wellbeing
- Signpost individuals to other agencies
- Help individuals to develop and stick to a personal health plan
- Support individuals to review and revise their personal health plan
- To work with clinical information around health and wellbeing

7. Organisational Chart and Responsibilities for Human Resources

- Responsible for providing training / mentorship to Apprentices, Volunteer, Health Champions and Trainee Health Trainers

8. Freedom to Act

- Work is guided by standard operating procedures and good practice. Work is managed rather than supervised.

9. Physical Effort

- Requirement to use VDU, carry training materials and health information literature
- Deliver / facilitate exercise and physical activity sessions

10. Mental Effort

- Requirement to concentrate for enquiries, complaints, admin tasks, devising action plans, listening to clients, delivering sessions etc.
- Requirement to work with vulnerable clients such as older people, people with mental health issues, people with disabilities etc.

11. Emotional Effort

- On occasion client may be upset or distressed
- Dealing directly with members of the public who wish to improve their health may occasionally be emotionally demanding
- Requirement to be understanding and empathetic towards vulnerable clients

12. Flexibility Statement

- This job description is not exhaustive and may change as the post develops / or changes in service requirements, but such changes will not take place without the consultation between the post holder and their lead.

Person Specification

Qualifications	
City & Guilds Level 3 – Health Trainer Course	Essential
Group exercise class qualifications	Desirable
Level 2 coaching certificate in any sport	Desirable
Good knowledge of English	Desirable
Health and Sports Promotion background	Desirable
Full driving license	Desirable
Knowledge	
Understand the general ideas of health and health services, and about what can make people healthy or unhealthy	Essential
Understand the health and health services needs of the local community	Essential
Understand the idea of motivation	Essential
Understand behaviour change methods	Essential
Know how to find out about local services and to support individuals to use them	Essential
Know about local communities	Essential
Understand the ideas around making plans and sticking to them	Essential
Know your own limits of skills, competences and responsibilities and work within them and know when to ask for help	Essential
Understanding of community empowerment and decision-making	Desirable
Experience	
Experience of working with local community groups in some capacity	Essential
Experience of working in a multi-disciplinary team	Desirable
Experience of planning and organising events	Essential
Experience of planning and facilitating training sessions and confident presentation skills	Essential
Skills	
Able to talk to people face to face	Essential
Able to write down information in clear accurate English	Essential
Good at listening to people and able to get on with different kinds of people	Essential
Supportive and encouraging to people in difficult situations without making a judgement about them	Essential
Able to respect confidentiality at all times	Essential
Respectful and value people regardless of background	Essential
Able to find information to help people or guide them to others who can offer support	Essential
Able to manage own time effectively	Essential
Ability to organise work under pressure and use your own initiative	Essential

Ability to use I. T. word processing and spreadsheet packages, email, Internet and other office equipment.	Essential
Ability to collate information and make proper use of them	Essential
Commitment and willingness to undertake training which will improve personal skills and enhance team performance	Essential
Ability and willingness to work evenings and weekends as required	Essential
Ability to speak a community language (i.e. Bengali or Somali)	Desirable