



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Public Health Community Support Officer		
GRADE: JOB CODE:	G6 EE140PHCOG6 JE Checked 15/09/2021	SERVICE AREA:	Public Health
REPORTS TO:	Reports to: Senior Post (as per structure) Public Health Programme Development Officer	LOCATION:	Brownhills Depot 200 Pelsall Road Walsall WS8 7EN
RESPONSIBLE FOR:	Volunteers within their areas of responsibilities.		
SPECIAL CONDITIONS:	<p>Casual Car Allowance</p> <p>Local Agreement on bank/public holiday working/working patterns and annual leave 2017 (in line with Council's (Economy & Environment).</p> <p>This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</p> <p>Ability to travel efficiently across the borough / has the ability to travel frequently throughout the working day across the Borough</p> <p>Is willing and able to work outside of core office hours in order to meet the needs of the service</p>		

Specific elements of the role:

- To deliver operations and universal support programmes (e.g. environmental education and sports activities) in mainly green spaces but across a variety of settings (e.g. parks, community centres, sports clubs, workplaces, schools, Active Living Centres) to ensure high quality, cost effective health improvement support.
- To engage with stakeholders (e.g. residents, businesses, parks' friends and users groups, internal council services, elected members, community groups, sports clubs) to understand the health needs and the views of the local population to inform service provision.
- To support volunteering within health improvement activities to promote community ownership, increase sustainability of provision and improve the health and wellbeing of Walsall residents.
- To collate, record and report appropriate information in line with data protection policy to support the management and development of local services.

General elements of the role:

- As a member of the Public Health Department the post holder will be expected to support the development of the health inequalities agenda in Walsall.

- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- The post holder will promote the Council's Health and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.

2. Role specific duties and accountabilities:

POLICY AND STRATEGY DEVELOPMENT AND IMPLEMENTATION

1. Provide information gathered from residents and stakeholders to assist managers in the development and implementation of the Health and Wellbeing Strategy and related programmes and policies
2. To share information from service users to inform service planning and performance review processes by senior management

STRATEGIC LEADERSHIP FOR HEALTH

3. To facilitate and deliver community engagement initiatives with involvement from partners (such as localities, community organisations and groups, parks' users and friends groups, residents and internal partners) and provide basic information, education and advice (e.g. key messages) with regard to all aspects of health improvement.
4. To assist in the development of public health capacity (e.g. volunteers) and networks (e.g. One Walsall and One You Walsall, community groups, sports club).

COLLABORATIVE WORKING FOR HEALTH

5. To work in conjunction with other partners (e.g. NHS Organisations, local authorities, voluntary organisations, parks' friends and users groups and businesses) to ensure a joined up approach for effective service delivery, public consultation, communications and education.
6. To ensure effective liaison and foster good working relationships with all stakeholders, in particular, to work closely with staff in environmental operations.
7. Contribute to relevant corporate initiatives to promote services and provide continuous improvement.

SURVEILLANCE & ASSESSMENT OF THE POPULATION'S HEALTH AND WELL-BEING

8. To contribute to the regular assessment and identification of health needs (e.g. levels of physical activity) and green space priorities
9. To ensure services are provided to the highest possible standards within the resources available, reporting areas of concern via appropriate mechanisms and arranging corrective action.
10. To identify "Hot Spots" and gather evidence from residents, internal partners, Police and Localities, etc. for Walsall Council to improve the environment, reduce anti-social behaviour and improve community cohesion.
11. To undertake surveillance activities as permitted and in accordance with current legislation.
12. To facilitate and monitor the use of allocated and / or hired pitches, plots and community rooms under the responsibility of Walsall Council.

DEVELOPMENT AND COMMISSIONING OF HEALTH PROGRAMMES AND SERVICES AND REDUCTION IN INEQUALITIES

13. To contribute to the development, review and improvement of public health programmes to meet identified needs and priorities contributing to long term health improvement and reduction in health inequalities.
14. To support the management, inspection, customer relations and other issues relating to allotment holders
15. To assist in arranging works in conjunction with operations and external contractors or other providers.

PROMOTING AND PROTECTING THE POPULATION'S HEALTH AND WELL-BEING

16. To ensure the prevention/promotion agenda is in the forefront of work priorities that impact on the long term health and well-being of the population.
17. To promote and deliver a programme of targeted and universal health improvement (e.g. sports participation activities) within community venues (e.g. leisure centres, parks, community centres, workplace) in line with best practice (e.g. standards set by relevant National Governing Bodies for Sport)
18. To assist implementation and evaluation of national campaigns at a local/regional level.
19. Develop and implement session plans, which ensure structured, high quality delivery in line with the needs of the participant. Use progressive planning to develop the session over time to ensure that participants are engaged and retained.

WORKING WITH AND FOR COMMUNITIES

20. To assist in the planning of community health development initiatives that impact on health and well-being.
21. To facilitate the delivery of universal educational health improvement programmes and promotional events to various audiences including schools (e.g. Forest Schools), workplaces (e.g. key messages healthy lifestyle messages) and community groups (e.g. recycling).
22. Support delivery of training to enable others to actively engage with communities to promote health and well-being (e.g. demonstrating the use of outdoor gym equipment)

ETHICALLY MANAGING SELF, PEOPLE AND RESOURCES TO IMPROVE HEALTH

23. To supervise volunteers and community groups to support service delivery.
24. To contribute to team objectives within a performance management framework
25. To be responsible for his/her own self development on a continuous basis and for developing and maintaining a substantial body of up-to-date knowledge of the specialist area and a detailed generalist knowledge across a wide spectrum of related fields.
26. To undertake suitable development and training.
27. Participate in reflective practice as part of personal professional development

DEVELOPMENT OF QUALITY AND RISK MANAGEMENT WITHIN AN EVALUATIVE CULTURE

➤ Quality

28. To maintain accurate and up to date records and data to ensure that customer enquiries/ complaints can be dealt with in line with Council and Public Health policies.
29. Collate and record a wide range of monitoring and evaluation data (in line with data protection policy) as per the requirements of the service.
30. To ensure that output and quality of work is of the highest standard and accords where appropriate with current regulations/legislation/Council standards.
31. To assist in the delivery and promotion of best practice (e.g. NICE) and quality management standards (e.g. Green Flag)
32. To promote the development and implementation of new ways of working.
33. Maintain an up to date knowledge and practice in public health/health improvement and identify opportunities to integrate these into delivery.

➤ Risk Management and Health and Safety

34. Identification and evaluation of risk in all aspects of the role. Consideration of existing precautions in place to determine levels of control and management of the risks.
35. Responsible for ensuring health & safety policies, procedures and legislation are implemented.
36. Making sure that health and safety responsibilities are properly passed on, understood and carried out by employees, contractors and third parties.
37. Informing line management what resources (including financial) are needed to meet the service areas obligations for health and safety matters, including providing equipment, clothing and training;
38. To ensure accidents and incidents are managed, recorded, investigated and reviewed to ensure effective controls are implemented to minimise or eliminate risk.
39. Ensure all duties and responsibilities associated with the post are carried out with due regard to Health and Safety best practice, equal opportunities procedure, and follows financial regulations.

RESEARCH AND DEVELOPMENT

40. To support data collation for consultation and other research activities
41. To actively review feedback from service users to identify current trends and support development of local provision.
42. The post holder is responsible for completing personal development opportunities (as agreed with line management) as per the requirements of the role.
43. Maintain affiliation to appropriate qualification bodies and undertake training as deemed necessary for the post.
44. Implement research findings and evidence into delivery as agreed with line management.

RESOURCES

45. To support senior management in identifying savings and growth requirements in line with existing corporate budget setting processes.
46. To assist in identifying external funding to develop relevant service provision.

47. To manage small sums of petty cash, in line with agreed procedures, for local community events.
48. Any other duties in accordance with the development of health and physical activity appropriate to the grade of the post

FLEXIBILITY

The content of this job description represents an outline of the post only and is therefore not a precise catalogue of duties and responsibilities.

The job description is therefore intended to be flexible and the post holder may be required from time to time to carry out other reasonable requests and duties as required, consistent with the responsibilities of the grade.

JOB DESIGN AND REVIEW

This job description outlines current duties and responsibilities; however it is subject to review and amendment in the light of emerging priorities and organisational development, following consultation with the post holder and as part of the annual Individual Performance Review.

Any proposed changes will normally be discussed fully with the post holder and confirmed via the issue of an updated job description.

CONFIDENTIALITY AND DATA PROTECTION

All staff who have access to personal data in relation to patients or staff will be aware of their responsibilities under the Data Protection Act 1998 and will abide by the eight principles of that Act. Any breach of the Act could result in disciplinary action being taken and criminal charges being brought against the individual who has breached the Act. All employees of WMBC are required to maintain the confidentiality of members of the public (patients, well women and service users etc.) and members of staff in accordance with WMBC policies.

HEALTH AND SAFETY

Individual employees of Walsall MBC and other employees contracted to work on the Council's premises have an equal responsibility, along with managers and supervisors, for maintaining safe working practices for the health and safety of themselves and other persons who may be affected by their acts or omissions at work.

All employees must adhere to their duties under the Health and Safety at Work Act 1974 and other associated safety legislation, including all new Health & Safety Regulations. In addition employees must comply with all the WMBC's policies relating to Health & Safety and Risk Management to secure a safe workplace and will draw management's attention to any deficiencies and/or hazards, which might prove detrimental to themselves or others.

There is a general responsibility for employees to act sensibly and reasonably, and attend mandatory health and safety training sessions.

SUPERVISION

Where the appropriate professional organisation details a requirement in relation to supervision, it is the responsibility of the post holder to ensure compliance with this requirement. If you are in any doubt about the existence of such a requirement speak to your Manager.

INFECTION CONTROL

Staff will work to minimise any risk to clients, the public and other staff from Healthcare Associated Infection including MRSA and *C. difficile* by ensuring that they are compliant with the Health and Social Care Act 2008 – Code of Practice (and as amended from time to time) for the prevention and control of Healthcare Associated Infections.

CLINICAL GOVERNANCE

All employees are required to ensure that health services commissioned by them actively contribute towards the provider organisation's clinical governance systems, taking responsibility as appropriate for quality standards and work towards the continuous improvement in service quality.

DIVERSITY

All staff through personal example, open commitment and clear action, should ensure that diversity is positively valued, resulting in equal access and treatment in employment, service delivery and external communications. To be familiar with, actively promote and work within, the spirit of the Council's Equal Opportunities policies at all times.

PATIENT AND PUBLIC INVOLVEMENT

All staff who commission services have a responsibility to ensure that patient feedback is sought and fed through to other staff and/or managers within service areas for action, where appropriate.

All staff members will need to ensure that service users and members of the public are actively engaged (using a variety of methods) in appropriate service delivery, service development and decision making within their service. Determination of these responsibilities should be in conjunction with your line manager and delivered accordingly.

POLICIES AND PROCEDURES

All staff will familiarise themselves with WMBC policies, procedures and protocols relating to their service and work within guidelines at all times.

Staff have a major role in suggesting and implementing improvements to services and in exercising professional responsibility for both themselves and their peers within an open 'no-blame' culture.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff of WMBC that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

REGISTERED HEALTH PROFESSIONAL

All employees of the Council who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
 - Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
 - Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
 - This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
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Date Prepared: 31/03/2019



JOB TITLE Public Health Community Support Officer	GRADE G6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Awareness of the importance of tailoring programme delivery to the needs of the participant	A/I	3
Experience of identifying and working with key stakeholders understanding the benefits of developing partnerships within a health related setting	A/I	3
Proven good verbal and written communication skills, with an ability to communicate with people of different ages from a range of backgrounds	A/I	2
Proven ability to deliver, promote and evaluate a universal health improvement programme (e.g. physical activity or sports based activities, healthy eating, environmental education)	A/I	3
Awareness of the benefits/ main principles of supporting volunteering within health improvement programmes	A/I	2
Demonstrates an ability to use IT software to word process, email and access the internet	A/I	3
Awareness of quality management principles (e.g. Green Flag) and best practice (e.g. NICE guidance, National Governing Bodies for Sport)	A/I	3
Demonstrates an ability to work creatively as part of a multidisciplinary team, valuing the contribution of others	A/I	3
Demonstrates self-motivation, enthusiasm and ability to motivate others	A/I	3
Understanding of health and safety management systems, health and safety requirements relating to post and effective means for ensuring compliance in the workforce.	A/I	3

Demonstrates an ability to be diplomatic, sensitive and to respect/maintain confidentiality at all times	I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Demonstrates experience of working with local public/practitioners to deliver projects effectively.	A	3
The post holder must possess relevant experience in a similar role	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
HND in a relevant discipline (e.g. sport and physical activity, countryside management)	A	
Ability to travel efficiently across the borough	A	
Other Essential Requirements		
Has the ability to travel frequently throughout the working day across the Borough	A/I	3
Is willing and able to work outside of core office hours in order to meet the needs of the service	A/I	3
Is willing and able to participate in public health training and skills sessions e.g. leading health walks	A/I	3
Has the ability to work flexibly in order to meet the needs of the service and work on a variety of topics according to the requirements of the Directorate	A/I	3
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	3
Prepared by:	Paulette Myers	Date: 03 March 2019