

## **JOB DESCRIPTION**

### **JOB DETAILS**

<b>Job Title:</b>	Health & Wellbeing Facilitator
<b>Pay Band:</b>	Band 4
<b>Directorate:</b>	Primary Care, Community and Long-term Care
<b>Department:</b>	CMM

### **ORGANISATIONAL ARRANGEMENTS**

**Managerial Accountable to:** Strategic Head Community and Chronic Conditions

**Reports to:** Health and Wellbeing Programme Lead

**Professionally Responsible to:** Clinical Lead Dietitian Diabetes Prevention

### **JOB SUMMARY / PURPOSE**

As part of the role, the post holder will undertake Brief Intervention to service users identified as at risk of pre-diabetes. The brief intervention will involve empowering individuals to consider changing their health for the better, address motivation, change behaviour and ultimately reduce the health risk of pre-diabetes.

The post holder will also deliver the 'foodwise for life' lifestyle programme, to provide dietary and lifestyle education for clients who 'opt in' for additional support following the brief intervention advice and encouragement for a further 8 weeks. 'Foodwise for Life' is an eight week structured group programme which utilises evidence based approaches to weight management.

The post holder will work with people living with long-term /chronic conditions, carers, health professionals across primary, community and secondary care. Also with the Local Authority, National Exercise Referral Scheme, Public Health Wales (Local Public Health Team), and the Voluntary Sector.

The post will be driven by business and service user need and the post-holder will be required to work flexibly over evenings and Saturdays, and to be flexible to cover the work of other Health and Wellbeing Facilitators when necessary to ensure no disruption to service delivery.

## **MAIN DUTIES AND RESPONSIBILITIES**

The Health and Wellbeing Facilitator will:

- Undertake a range of administrative procedures in line with the role, dealing with queries and concerns and problem solving
- Support the implementation and delivery of the pre-diabetes service within a specific community in line with health board and nationally determined requirements and timescales
- Become certified in 'foodwise for life' facilitator and Agored Cymru, level 2 Community Food and Nutrition Skills
- Deliver verbal scripted 1-1 patient brief intervention sessions and group structured foodwise programmes (without direct supervision) utilising evidence based approaches to weight management. Delivered within community areas as required specifically targeted at the pre-diabetes population
- Provide brief intervention advice and support to patient/carers/families in relation to the management of lifestyle risk factors.
- Manage delegated caseloads and use initiative, accessing supervision and reporting to the dietician as required
- Use skills in behaviour change to negotiate and empower individuals to make a lifestyle change
- Become certified and undertake glucose point of care testing to provide testing and results at the time of the intervention to clients who participate in the programme
- Target/identify service users to access the service
- Maintain client outcome measures information and provide reports,
- Assist in the monitoring and evaluation of the service, capture the effectiveness, and identify areas for improvement
- Support the monitoring and evaluation of the programmes delivered by the service
- Work in partnership with other service providers such as voluntary, exercise referral scheme, disease specific teams within the health board and the local public health team
- Contribute toward the overall programme development by attending team and stakeholder meetings where needed
- Contribute towards work plans for programme delivery
- Support the programme dieticians as required
- Support and cover other Health and Wellbeing Facilitators where needed
- Support the provision of education and engagement activities
- Liaise with primary care on a regular basis

- Work in partnership with other service providers such as dietetic service, exercise referral, public health, and third sector
- Promote and market the pre-diabetes service across NHS, voluntary, community and statutory sectors
- Keep up to date on evidence base guidance/policy relevant to the service

### **Service Management**

Contribute to the development and implementation of standards, policies and services (local and national) within pre-diabetes, multi-disciplinary team and Health Board in relation to identified areas of practice

Prioritise caseload, considering personal capacity to fulfil the pre-diabetes service demands.

Demonstrate an awareness of pre-diabetes national and local standard operating procedures, and requirements relevant to the role.

The post holder will be responsible for recruiting service users to participate in pre-diabetes brief intervention and foodwise courses.

The post holder will support the maintenance and data capture of all participants to support national and local outcome measures.

The post holder will be trained to undertake glucose point of care testing to demonstrate physical changes and support reporting outcomes of clients who participate in the programme.

### **Service Improvement**

Contribute to multidisciplinary team building and development where appropriate.

Support continuous quality improvement in service delivery and identify and develop alternative or additional procedures and improvements

To deliver at least the required minimum number of courses to maintain accreditation and necessary in line with service demand.

Attend all required supervision and training events.

Support the planning and follow up of participants, queries and problem solving

Be a source of expertise on self-management and self-care initiatives.

Comply with all NHS and pre-diabetes policies and procedures.

Attend meetings as required by the dietician.

Attain the Agored Cymru, level 2 Community Food and Nutrition Skills.

Attain the Foodwise facilitation course.

Undertake ongoing training and assessment at least annually for quality standards for Foodwise.

Undertake training in facilitation of group session.

Comply with relevant legislation including Data Protection and Equalities legislation.

## **Communications**

Contribute towards multi-disciplinary, multi-agency meetings in collaboration with the pre-diabetes team.

Contribute to planned initiatives as part of the programme development e.g. study days, training events and health promotion activities.

Contribute to wider programme of work by discussing own and others input around lifestyle assessment and management.

Take an active role within local service and networks as requested and supported by pre-diabetes dieticians.

Works effectively and plans workload efficiently.

Facilitate patients in a 1-1 and group setting.

Communicate sensitive condition-related information with patients, carers, families and the multi-disciplinary team and other professionals.

Influences others, flexes to suit different audiences, builds rapport and is open and approachable.

Communicate effectively with patients demonstrating empathy and understanding of individual needs. Establish a relationship of trust and respect with patients which will enable them to discuss their issues in an open and honest manner.

Communicate with the patients face to face or virtual, requiring effective communication, sometimes with people who have communication difficulties, barriers to understanding, or who may be distressed.

Persuade, negotiate and positively guide patients who are resistance to change and encourage patients to comply with the pre-diabetes programme and advice using developed communication skills.

Deal with communication difficulties and barriers to learning and understanding the benefits of positive health change.

Deal with sensitive group discussions where communication can be challenging.

## **Finance and Resources**

Exercise good personal time management, punctuality and consistent reliable attendance in accordance with Health Board policy.

Understands the need to manage time and resources to maximum effect, prioritising workload, managing own time and working to deadlines.

Ensure that adequate stocks of equipment items and / or resources are available for programmes, and facilitate reordering.

Supports the evaluation and monitoring of the service.

### **Personal and People Development and People Management**

Recognises own professional boundaries and seeks advice and support when necessary.

Agree learning strategies to meet training and developmental requirements.

Undertake Health Board mandatory and statutory training.

Demonstrate an awareness and ability to work in line with National and Local policies, guidelines, professional and clinical standards.

### **Information Processing**

Adhere to Information Governance and professional guidance to ensure confidentiality and data protection.

Provide data to inform quarterly and annual reports, audit and research.

Process administration tasks delegated by the coordinators.

### **Health, Safety and Security**

Attend statutory and mandatory training in line with Health Board requirements.

Act within National, professional, Health Board and pre-diabetes specific policies and procedures.

Highlight and report risks, hazards and incidents in line with Health Board policy and support the identification and management of risks within working area.

### **Quality**

Contribute towards innovations in the areas of self-management, prevention, quality standards setting and effectiveness.

Understand, comply and work within HB POVA and pre-diabetes policies and procedures and encourage others to do so.

Understand own role and responsibilities within the team. Bring any areas of concern to the attention of the line manager.

Ensure governance is maintained within own area of service delivery.

Work effectively and efficiently with other members of the team, ensuring high standards of administrative support.

Prioritise own workload to ensure smooth delivery of the service.

Identify and report any problems that arise to the appropriate team member.

Monitor, evaluate and update procedures to ensure effective delivery and improvement of the service.

### **Equality and Diversity**

Recognise the importance of people's rights and act in accordance with legislation, policies and procedures.

Act with tact and diplomacy to respect the privacy, dignity, needs, beliefs, choices and preferences of people living with long-term/chronic conditions, their carers and peers.

Identify and take action by raising concerns when own or others behaviour undermines equality and diversity.

### **Effort and Environmental**

Deliver programmes throughout the Health Board in a wide variety of locations therefore will need to travel on a regular basis. Travelling between sites will occur between three - five times a week.

Standard keyboard skills are required for this role. Training in the use of primary care systems e.g. Vision, Emis for data entry and Outlook 365 will be provided.

Occasional exposure to unpleasant conditions and emotional circumstances may occur due to dealing with patients who may be distressed or challenging resistance to change.

Delivery locations will be suitably risk assessed to deliver the programme such as Leisure Centres, Community Venues and Primary Care Settings.

Be able to transfer programme kit between sites including lifting in and out of cars and in and out of venues. This is likely to be done between three- five times a week. Kit will consist of IT equipment (laptop) patient information resources, POCT consumables. It will weigh a maximum of 10kg at any given time.

Laptop use is required for referral, data entry and outcome reporting

Exposure to distressing or emotional circumstances is rare

### **General**

Other tasks and duties may be determined by appropriate line manager as the role develops.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications and Knowledge</b>	<p>NVQ Level 4/Diploma (or equivalent) in Healthcare, or equivalent level of skills and knowledge gained through experience working in health/care/support/educational environments.</p> <p>Good awareness of equality and diversity issues</p> <p>Knowledge of the principles and practices involved in behaviour change</p> <p>Demonstrate sound knowledge of the importance of good nutrition health</p> <p>Understanding of the evidence base underpinning routine lifestyle/health improvement practice</p> <p>Further evidence of continual education</p> <p>A commitment to undertaking continuous professional development including training as a Foodwise for Life Facilitator</p>	<p>Motivational interviewing</p> <p>Agored Cymru, level 2</p> <p>Community Food and Nutrition Skills</p> <p>Foodwise facilitation accreditation</p> <p>Group educational skills experience</p> <p>Accredited courses in behaviour change</p> <p>Good knowledge of government initiatives about long term conditions and self-care</p> <p>Knowledge of NHS in particular primary care</p> <p>Knowledge of voluntary organisations</p>	Application form
<b>Experience</b>	<p>Experience of working in a healthcare/community setting</p> <p>Maintaining routine administration systems</p> <p>Experience of communicating with effectively with a range of people</p>	<p>NHS experience</p> <p>Evidence of involvement in supporting nutrition/lifestyle improvement</p>	Application form and interview

	<p>at different levels</p> <p>Experience of involvement in development work e.g. gathering data for monitoring and evaluating to inform service improvement</p>	<p>programmes</p> <p>Experience of project work</p> <p>Experiencing of delivering health brief intervention</p> <p>Group educational delivery skills</p> <p>Able to take basic vital signs e.g. blood pressure</p>	
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	Application form and interview
<b>Aptitude and Abilities</b>	<p>Excellent verbal and written communication skills</p> <p>Good understanding of the importance of confidentiality</p> <p>Ability to work independently and as part of a team</p> <p>IT proficient</p> <p>Ability to work under pressure</p>		Interview
<b>Values</b>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> </ul>		Interview



	<ul style="list-style-type: none"> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul>		
<b>Other</b>	<p>Ability to travel between sites in a timely manner</p> <p>Flexible approach to meet the needs of the service</p> <p>Desire to learn new skills</p> <p>Willing to support promotional activity and campaigns</p>		Interview

### Level 1 Welsh

*(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## GENERIC STATEMENTS

### NHS CODE OF CONDUCT FOR MANAGERS

**\*\* For Managers only:**

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### REGISTERED HEALTH PROFESSIONAL

**\*\* For Registered Health Professionals only:**

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the potholder's responsibility to ensure they are both familiar with and adhere to these requirements.

### HEALTHCARE SUPPORT WORKERS

**\*\* For Healthcare Support Workers only:**

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

## **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The postholder is required to demonstrate on-going continuous professional development. At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

## **OUR VALUES**

Hywel Dda University Health Board is a values driven organisation. The post holder is expected to uphold our values of dignity, respect, fairness, integrity, honesty, openness and caring, kindness & compassion underpin a behaviour framework which are supported by our organisational values of

- Putting people at the heart of everything we do
- Working together to be the best we can be
- Striving to deliver & develop excellent services

## **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

## **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

## **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

## **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

## **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the

HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

### **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

### **EQUAL OPPORTUNITIES**

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

### **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

### **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients\*, visitors and the public.

**\*Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.

- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

### **GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.