

Community Health & Wellbeing Worker

Job Level	Level 1b	Job Reference No:	
		Role review date:	
Directorate	UK Operations	Function	Health & Care
Service	Community Health and Wellbeing	Reports to:	Service Manager

Scale and scope of role

Direct reports	NA	Indirect reports	NA
Budget responsibility/ accountability	NA	Accountable for other resources	NA

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

Community Health & Wellbeing Workers are local people who care about the health and wellbeing of their local community. They will champion health and wellbeing in their local area through assertive outreach and by raising awareness, signposting people to local services and resources and provide support to remove barriers to access. They will play a significant role in increasing health promotion, through a range of activities including outreach assessments, community education and advocacy.

Community Health & Wellbeing Workers are positive role models and provide advice and signposting to people living in their own communities, to enable them to make positive choices around health and wellbeing

Key responsibilities

Service delivery:

- Understand issues that impact the local area and affect people's health and wellbeing.
- Provide assistance and support to service users-in a defined area through a regular schedule of visits, face to face or virtually as appropriate, listening and discussing health needs on each visit.
- Identify health and/or social care needs for households or individuals in conjunction with health care teams, and provide on-going assessment of service users' needs, and work with them to develop a support plan which meets these needs, providing appropriate support to achieve positive outcomes.
- Act as an advocate to help households navigate the health and social care systems, access appropriate services and remove blocks to accessing services and resources.
- Communicate effectively and appropriately with households, members of the team and other agencies, acknowledging barriers to understanding.
- Deliver public health messaging and healthy lifestyle advice including the promotion of immunisation and screening following appropriate training
- Provide practical and emotional support such as mobility aids loans, transport, companionship, assistance with shopping, helping access to groups and activities.
- Signpost to further support available; liaising with internal departments, external organisations, partners and voluntary and community sector colleagues

Quality and performance management

- Ensure documentation is accurately updated and maintain records of visits including details of interactions and appropriate sharing of information and signposting to relevant partners in compliance with legislation

- To comply with service specific policies and processes including adhering to the Lone Worker Policy when carrying out visits to households
- To ensure service users' health and wellbeing is preserved and safeguarding policies and procedures are always followed.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm.
- Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented, and that staff and volunteer safety is secured.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none"> • Enhanced – Child and Adult workforce
Scotland
<ul style="list-style-type: none"> • None
Northern Ireland
<ul style="list-style-type: none"> • None

Drivers Check - Required – Yes

If you have been living outside of the UK we will request international police checks in lieu of a UK criminal record check.

International Police Check	Yes	No
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Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge of local community agencies, services, and resources • Ability to communicate effectively and build trust with multiple audiences, including health and social care professionals and members of the public. • Knowledge of the local community: its demographics, culture, local services and resources • Strong communication skills • Ability to be self-aware, sensitive and relate to a diverse range of people • Commitment to advocate for social changes that promote the health and well-being of the local community • Ability to work as part of a team and on own initiative • Able to plan own workload • IT literate with Microsoft 365 <p>Desirable</p> <ul style="list-style-type: none"> • A health or social care qualification • Knowledge of the NHS and broader services • To have an understanding of the health inequalities that can impact on the health and wellbeing of the local population. • Awareness of health and social care issues that affect the local population. 	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>	<p>I</p>	
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> • Experience of building relationships and sustain them across a community. • Supporting service users from a diverse range of backgrounds and adapting approach accordingly. 		<p>I</p> <p>I</p> <p>I</p>	

<ul style="list-style-type: none"> • Experience with working with different service providers to achieve outcomes. • Experience of delivering high quality services to the public <p>Desirable</p> <ul style="list-style-type: none"> • Experience of working within a health or social care setting • Experience of working with volunteers 	S		
Additional requirements			
<p>Essential</p> <ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. <p>Desirable</p> <ul style="list-style-type: none"> - Availability to work flexibly to meet the needs of the community - Ability to travel around designated area. 		X	
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.