



Kingston Voluntary Action

Community Health and Wellbeing Worker

Job Description

Hours per week	4 days/ 28 hours (flexible working hours)
Salary:	£24,000 pro rata (FTE £30,000) + 5% pension contribution
Reporting to:	Community Health Project Lead
Contract:	Fixed Term: 12 months

Job Summary

We are looking for passionate, and ambitious local community health workers, who understand the needs of the area, to help us improve community health and wellbeing within Kingston Upon Thames.

As a Community Health and Wellbeing Worker (CHWW) you will be on the frontline working with households at the Cambridge Road Estate in Kingston Upon Thames. The outreach work of a CHWW is essential in helping to address the rising inequalities in health and social care and in identifying unmet need in the community. You will play an important role in promoting healthy lifestyles, improving health, prevention and early detection, and supporting health literacy through a range of activities.

Each CHWW will have their own 'patch' that they are responsible for, building relationships with and assessing the needs of the community and individual households. You will work with the local primary care team and partners to ensure that any health and social care issues that might arise get resolved quickly. Where there is a need, you might organise community health education groups, signpost to other community assets, identify individuals eligible for services that haven't been accessed, and reinforce positive public health messaging.

The ideal candidate will have experience of working within the community, enthusiasm and motivation for engaging people, strong networking, and partnership building skills. This role will involve working directly with communities, in their homes. The right candidate will have the opportunity to create a lasting positive impact on the health and wellbeing of the local population.

The post will support the local delivery of the National Community Health and Wellbeing programme. [NHS England » 'Saviours': how community health and wellbeing workers are helping to tackle health inequalities in England](#)

Main Duties and Responsibilities

The main duties are:

Carrying out monthly household visits (or more frequent if the household need requires it) within a specific area of the Estate 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
- 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
- Support households to understand the health and social care system

Health Literacy

- Support those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments
- Support chronic disease diagnosis and management through raising awareness of adherence to medication
- Encourage early identification of signs and symptoms of chronic illness and share the information as provided by practices
- Identify household determinants of ill health and health seeking behaviour
- 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 need and progress via secure tablet that will be linked to the clinical system used by the General Practice
- Comply with data protection and confidentiality
- Maintain skills in using technology and primary care software
- Present your work and findings to the local GP and multidisciplinary team

Community Engagement/Co-Production

- Engage with the community to ensure their feedback is heard when redesigning health services and improving delivery to better suit community needs
- Facilitate networks within communities to build community capacity
- Manage conflict
- Advocate the needs as outlined by the community

- Identify local community assets and promote a community-based prevention agenda

To take part in supervision and debriefing

- Liaise with clinical supervisor on weekly basis

Additional requirements in keeping with provided mandatory training:

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 those they support within the role.

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 lone working policy

We welcome and encourage job applications from people of all backgrounds.

Appointment to this role will be subject to a satisfactory Disclosure and Barring Service Check, satisfactory references and possession of a valid Right to Work in the UK document.

Please note, working hours are flexible due to nature of the role and you may need to work occasional evenings and weekends.

This job description will be subject to regular review and adjustment.



Personal Specification

(All Essential unless shown as DESIRABLE)

	Method
Education	
Competent level computer skills	Application
Experience	
Experience of working or volunteering in the community providing support to the public	Application/interview
Previous work with families, young people and carers (desirable)	Application/interview
Skills, Knowledge and Abilities	
Knowledge of local community agencies, services and resources	Application/interview
Knowledge of local community demographics and culture	Application/interview
Knowledge of basic health promotion/ health improvement	Application/interview
Knowledge of health protection, the NHS and broader services (desirable)	Application/interview
Knowledge of local languages (desirable)	Application/interview
Strong interpersonal and communication, listening and observational skills	Application/interview
The ability to rise to challenges and be a creative problem solver.	Application/interview
Project administration skills including note taking, event coordination, presentations and report writing	Application/interview
Competent at using Microsoft office 365 and email	Application
Ability to manage and prioritise workload effectively and meet deadlines	Application/interview
Positivity and enthusiasm for improving the local community	Application/interview
The ability to build and maintain relationships and work effectively with a wide range of teams in a diverse community	Application/interview
Understanding of responsibilities around confidentiality	Application/interview
Awareness of and respect for diversity and promoting equality of opportunity	Application/interview
Self-motivation and ability to be a supportive team member	Application/interview
Willingness to work out-of-hours – including weekends and evenings	Interview