



JOB DESCRIPTION

POST: **Feel Good Advisor**

DEPARTMENT: **Communities Team**

REPORTING TO: **Corporate Manager - Communities**

RESPONSIBLE FOR:

To provide holistic health and wellbeing support to clients accessing the Feel Good Suffolk service.

GRADE: 4

MAIN JOB PURPOSE:

Feel Good Suffolk (FGS) supports people to make positive changes to their health and wellbeing including losing weight, giving up smoking, and becoming more active. It is designed to provide a choice of services close to people, at the right time to support steady and lasting improvements to people's health.

Delivered as a partnership between Public Health, local authorities, and partners across the health, leisure, and voluntary, community, faith, and social enterprise sectors, FGS provides local opportunities for people looking to improve their health, based around a core provision of Weight Management, Smoking Cessation, and Physical Activity services. Our holistic and person-centred approach will ensure all aspects of health relevant to the client are considered and supported.

DUTIES AND RESPONSIBILITIES:

We are looking for a dynamic and motivational Feel Good Suffolk Advisor to provide holistic health and wellbeing support to clients accessing the FGS service. You will be required to triage and undertake a 'what matters to you' client-centred assessment, deliver 1 to 1 and group health-based interventions, and refer clients to relevant support services. You will support and empower the client to use their skills and networks to overcome barriers and make positive changes to improve their health and wellbeing.

Your holistic support approach will help the client to identify the wider issues that impact their health and wellbeing, such as money and debt, poor housing, being unemployed, loneliness and caring responsibilities, benefits and access to statutory and voluntary sector services.

This role will primarily be remotely based, utilising local community assets, and will involve travel across the district to provide face-to-face services as well as providing client support over the phone and via our digital platform. A full drivers' license and access to a car is essential for this role.

A strong working knowledge of the area will be advantageous for this role. An extensive training package will be provided to the successful applicant(s) to develop your skills and ability as a Feel Good Suffolk Advisor.

Key duties:

1. Provide triage and assessment of clients accessing the Feel Good Suffolk (FGS) service in your locality and deliver behaviour change interventions and techniques based around Physical Activity, Smoking Cessation, and Weight Management as required.
2. Motivate and empower clients to make behaviour changes, conducting 'what matters to me' assessments to approach the client's health holistically, and supporting clients to identify modifiable factors which may be affecting or posing a risk to their health, creating a personal action plan to make changes which can improve their health.
3. Using Health Coaching techniques deliver face-to-face, digital, and over the phone 1:1 and group interventions.
4. Deliver group and 1:1 smoking cessation support to clients as required, including coordinating the use of Nicotine Replacement Therapy (NRT) where necessary and delivering sessions using a Cognitive Behavioural Therapy (CBT) approach.
5. Work closely and forge strong links with partners across the locality at place and neighbourhood level to refer and signpost the client to ensure suitable support is provided, including but not limited to local authorities, the integrated care board and primary/secondary care, leisure providers, and Voluntary, Community, Faith, and Social Enterprise organisations (VCFSE).
6. Complete 'touch point' assessments and evaluations of clients to monitor their progress, recording the data in a case management system and reporting on outcomes as required.
7. Contribute to the measurement of change and improvement in health behaviours using relevant outcome measures.
8. Equip people with the knowledge, skills and confidence to access information and support via a digital front door where they can find resources and information to self-manage their health behaviours.
9. Understand the wider determinants of health and barriers to healthy lifestyles and reduce health inequalities impacting on health behaviours.

10. Undertake training and development opportunities to ensure continual professional development and to boost the Feel Good Suffolk provision.
11. Work closely with colleagues across the county as part of the Feel Good Suffolk team to ensure collaborative and efficient working, and equity for residents accessing services.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> Educated to GCSE level graded C or 4-9 (or equivalent) in English and Maths or equivalent knowledge gained through experience <p>Desirable</p> <ul style="list-style-type: none"> Relevant health coaching qualification or an accredited health coaching skills programme. NCSCT Smoking Cessation qualifications 'Assessment of core knowledge and key practice skills' and 'Behavioural Support' (equivalent to Level 1 and 2 NCSCT Smoking Cessation qualification) or equivalent. Health or community related qualification. Training and experience in Health Coaching Training in psychological approaches such as motivational interviewing or solution focussed approach. Level 3 Exercise Referral Qualification. Relevant Level 4 Exercise qualifications. 	<p>A</p> <p>A</p>
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> Strong understanding of wider health determinants and strengths and barriers faced by residents in your locality. Experience of supporting people to access local services. Working with individuals from a variety of backgrounds with differing level of support systems and needs. Strong knowledge of the local area and provision around health including VCFSE and Leisure organisations, and community provision. Managing working relationships and confident to network and make new contacts. Understanding of referral, triage, and assessment processes. Experience in building personalised action plans. 	<p>A/I</p>

<ul style="list-style-type: none"> • Broad range of knowledge on health and wellbeing issues • Working towards key performance indicators and following evaluation processes. • Experience using a case management/customer relationship management system. <p>Desirable</p> <ul style="list-style-type: none"> • Understanding of health structures including integrated care boards and associated partnerships • Evidence of working in the following: <ul style="list-style-type: none"> • Third sector. • Community development. • Health services. • Social Care. • Practical experience in demonstrating impact and user outcomes. • Operated in a similar role, managing a caseload of potentially vulnerable individuals. • Previous innovative practice. 	A/I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • Understanding of health structures including integrated care boards and associated partnerships • Evidence of working in the following: • Self-starter who can work independently yet understand contribution to the wider organisation. • Organised and able to work under pressure to tight timescales over a sustained period of time. • Good level of numeracy and literacy. • Strong communicator, with proven active listening skills. • Able to develop positive, growth focussed relationships. • Accurate record keeping and good written English. • Proven analytical and assessment skills. • Demonstrate reflective practice. • Naturally organised and able to simultaneously manage a range of tasks. • Good at negotiating and able to problem solve. • Proficient in the use of IT, e.g. Microsoft Office. • Act as a local ambassador for healthy behaviour change. <p>Desirable</p> <ul style="list-style-type: none"> • Proven coaching skills. • Knowledge and use of motivational Interviewing techniques. 	A/I
OTHER REQUIREMENTS	
<ul style="list-style-type: none"> • A commitment to own development and to supporting training and development initiatives. • Must be mobile / have access to a car to attend face-to-face meetings with clients within the district on a regular basis. 	A/I

<ul style="list-style-type: none"> Flexible and willing to work outside of normal working hours. This post is subject to an enhanced DBS check. <p>Desirable</p> <ul style="list-style-type: none"> Commitment to ongoing personal development. Diplomacy and assertiveness when required . Confident, self-starter and enthusiastic. Fully flexible approach to working. Commitment to co-production principles. Able to grow and develop the role with the direction of the project. Demonstrate empathy and maintain appropriate professional boundaries. 	A/I
Empowering, valuing and developing our people	I/TP
Valuing our customers	I/TP
Being open and honest	I/TP
Taking ownership	I/TP
Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I

