



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.

Additional information

- a) Does this job require a DBS check? **Yes/No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **Yes/No**

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	MEASURED BY:
The postholder must be able to demonstrate:	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 	A
<p><u>Desirable</u></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. 	A

<ul style="list-style-type: none"> • 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. • 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	
<p>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).</p>	A/I



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.