



Gloucestershire Hospitals
NHS Foundation Trust

Community Health & Wellbeing Worker Apprenticeship

A BETTER **CAREER** STARTS HERE

At Gloucestershire Hospitals NHS Foundation Trust, we take great pride in delivering high quality acute services and we understand just how precious life is.

People entrust their lives to our care every day and they have the right to expect the very best experience and outcomes. That's why our ambition and the pursuit of excellence is the foundation of everything we do.





Dear candidate,

We are delighted you are interested in an Apprentice position here at Gloucestershire Hospitals NHS Foundation Trust. This information pack has been prepared by the Apprenticeships and Careers Team and contains information about the apprenticeship. Please read the information and if you have any questions please contact Apprenticeships and Careers Team members by email: ghn-tr.apprenticeships@nhs.net, or telephone: 0300 422 5176.

We provide acute hospital services from two large district general hospitals, Cheltenham General Hospital and Gloucestershire Royal Hospital. Maternity Services are also provided at Stroud Maternity Hospital. We remain the major provider of secondary care services in the area and analysis shows that for Gloucestershire we are the leading acute healthcare provider by a significant margin.

At the very centre of our organisation is our dedicated staff, being part of the team here at Gloucestershire Hospitals NHS Foundation Trust is a huge privilege and if successful you will be joining a workforce that is committed to delivering great experience and outcomes for our patients. The Apprenticeship positions are an entry role into the NHS and the first step on a pathway to a career in the healthcare sector.

Here at Gloucestershire Hospitals NHS Foundation Trust, our patients are at the heart of everything we do, and pivotal to this is the effectiveness, wellbeing and potential of everyone who works with us. Apprentices play a key role in providing the best care for everyone, and to enjoy rewarding and successful careers in our Trust.

We wish you every success with your application to join our team.

Best wishes

Apprenticeships & Careers Team
Education and Development Service
People & Organisational Development

Job details

Job Title:	Apprentice Community Health & Wellbeing Worker (Level 3)
Division	People & OD
Department:	The Communications and Engagement Service
Responsible and accountable to:	Community Engagement & Involvement Manager
Terms of contract:	GHNHSFT Apprenticeship Terms and Conditions, fixed term 15 months
Location:	Alexandra House, Cheltenham General Hospital (CGH), and Beacon House, Gloucestershire Royal Hospital (GRH)
Hours	37.5 hours per week; Monday to Friday

Overview

This **Community Health & Wellbeing Worker** Apprenticeship at Gloucestershire Hospitals NHS Foundation Trust is an exciting opportunity to learn new skills and become part of the Community Outreach Worker who will support the Communications and Engagement Team, Patient Experience Team in delivering an effective programme of engagement and involvement with local communities

The role will help champion local people and local voices – helping the Trust to listen to what matters most to our communities.

The aim is to build networks and partnerships across our amazing and diverse communities, helping to strengthen how people's views are used in decisions about how services work.

The role will also support recruiting more people to become 'Members' (similar to a supporters' network), helping to increase the diversity of our Young Influencers Group.

Working together with the Director of Engagement, Involvement & Communications, and the Community Engagement and Involvement Manager.

This apprenticeship is suitable for anyone with a desire to learn and begin a career in customer service and gain a **Community Health & Wellbeing Worker** Level 3 apprenticeship.

Throughout the apprenticeship journey, you will:

- ▶ be supported in the workplace by a mentor
- ▶ have a minimum of 6 hours 'off-the-job training' per week to develop your learning
- ▶ be in regular contact with the Training Provider and the Apprenticeships and Careers Team
- ▶ have access to a virtual learning platform
- ▶ attend workshops/webinars where you will have the opportunity to discuss and share

The apprentice is required to uphold confidentiality at all times, be expected to be professional, treat everyone with kindness and respect, and have the confidence to communicate with members of the public and staff at all levels.

Job purpose

The successful applicant will receive Induction and training appropriate to the activities he or she will undertake, and following this induction period will be enrolled to the Level 3 **Community Health & Wellbeing Worker** Apprenticeship with our Training Provider.

The Apprentice will be expected to complete the elements of the apprenticeship within the 15-month timeframe. Details on the qualification can be found here:

[Community Health and Wellbeing Worker - Dynamic Training](#)

Gloucestershire Hospitals NHS Foundation Trust reserves the right to terminate employment if the training requirements as detailed above are not achieved.

Dimensions

The role will help champion local people and local voices – helping the Trust to really listen to what matters most to our communities.

The aim is to build networks and partnerships across our amazing and diverse communities, helping to strengthen how people's views are used in decisions about how services work.

The role will also support recruiting more people to become 'Members' (similar to a supporters' network), helping to increase the diversity of our Foundation Trust membership.

Knowledge, Skills, and Experience or Aptitude Required

- Educated to GCSE Level Grade D(3) in English and Mathematics, or equivalent (e.g. Functional Skills Level 1 Literacy and Numeracy)

Please see the person specification for other knowledge, skills, and experience required

Key Result Areas

- To attend all mandatory components of the Apprenticeship Framework including:
 - Corporate induction
 - GHNHSFT mandatory training
 - Department-based vocational assessments

- Progress review meetings

- To undertake training as required and agreed with the mentor, supervisor, and external assessor and complete competencies relevant to the work area/department
- To complete all training following Trust policy.
- To comply with Trust and Departmental policies and procedures e.g., Health and Safety at Work Act (1974), Manual Handling, Data Protection Acts, and patient confidentiality at all times. This will include demonstrating compliance with the terms of all safeguarding policies and processes relevant to the safeguarding of adults and children in the care of GHNHSFT and undergoing regular mandatory training concerned with safeguarding matters.
- To be flexible, with the ability to alter activities and priorities as the need arises
- To participate fully in the personal appraisal and development review process, maintain and complete the Apprenticeship portfolio.

Undertake any other appropriate duties commensurate with the role, as required at the request of your line manager.

Communications and Working Relationships

- Patients, relatives and carers
- Medical staff
- IT staff
- Young Influencers
- Volunteers Communications Team
- Equality and Diversity Team
- Strategy and Transformation Team
- Research and Innovation Team
- Governors
- Apprenticeships and Careers Team
- Training Provider
- Community-based stakeholders
- Young Thinkers Gloucester
- Integrated Care System Partner Involvement Leads
- Local Healthwatch

The most challenging part of the job

- Helping to build relationships with local communities, leaders, and staff to ensure people's voice is sought and heard, and that it can influence plans
- Supporting services and communities to come together through co-design and engagement to improve services for local people.

Physical effort and working conditions

- The role will require regular travel between sites and working in local communities.
- Role requires measurable periods working with VDUs

- Role may require dealing with emotional situations involving listening to difficult experiences of patients, staff, or communities.

Other job requirements

- Comply with Trust and Departmental policies and procedures e.g. Health and Safety at Work Act (1974), Manual Handling, clinical equipment competency, risk management, Data Protection Acts, and patient confidentiality at all times. This will include demonstrating compliance with the terms of all safeguarding policies and processes relevant to the safeguarding of adults and children in the care of GHNHSFT and undergoing regular mandatory training concerned with safeguarding matters.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales
- Ensure a smart, professional image that enhances the public perception of the Trust and the professionalism of its staff is portrayed.
- Contribute positively to the effectiveness and efficiency of the teams in which he/she works
- Actively participate in the Trust's appraisal/development conversation process. Undertake training as necessary in line with the development of the post and as agreed with the line manager as well as maintain and complete the **Community Health & Wellbeing Worker Level 3 Apprenticeship** within the timeframe.
 - To attend all mandatory components of the apprenticeship including:
 - Corporate Induction
 - GHNHSFT mandatory training
 - Department-based vocational assessments
 - Progress review meetings
 - Additionally, 2 months before the end of your apprenticeship, you are required to meet with a member of the Apprenticeships and Careers Team to discuss careers advice and guidance
- To undertake training as required and agreed with the mentor, supervisor, and external assessor and complete the competencies relevant to the work area/department.
- Promote equality at all times and respect privacy and confidentiality, acting appropriately and professionally upon any sensitive information in accordance with the Trust Policy

General conditions

Confidentiality

In the course of your employment, you may have access to, see, or hear confidential information concerning the medical or personal affairs of patients and or staff. Unless acting on the instruction of an authorised officer, on no account must such information be divulged or discussed except in the performance of normal duties. Breaches of confidence, including improper passing of registered computer data, will result in disciplinary action, which may lead to dismissal. You should be aware that regardless of any action taken by your employing authority, a breach of confidence could result in a civil action for damages.

In addition, records, including VDU screens and computer printouts of registered data must never be left in such a manner that unauthorised persons can obtain access to them. Written records must either be destroyed or retained in safe custody when no longer required, VDU screens should always be cleared when unattended.

Terms and Conditions of Service

The principal terms and conditions of your appointment will be those set out in the Agenda for Change national agreement as amended from time to time by the NHS Staff Council. These terms and conditions are set out in the NHS Terms and Conditions of Service Handbook, which is available on the Trust's intranet and NHS Employers website.

Health and Safety

Every employee must work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers.

Data Quality

As part of your employment, you may be required to record Patient Information (computerised or on paper). You have a responsibility to ensure that information is entered accurately, completely and consistently. Patients' demographic details must be kept up to date. Problems should be reported to your manager.

No Smoking Policy

Gloucestershire Hospitals NHS Foundation Trust operates a no-smoking policy. Smoking is not permitted anywhere within the buildings and grounds of all Trust sites. These restrictions include all areas up to the boundaries of all sites.

NB

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities but is a good guide for information about the job. It will be periodically reviewed in light of developing work requirements in the department. The officer in the post will be expected to contribute to that review.

Job description agreement

Job holder's signature:	Date: DD / MM / YYYY
Head of department signature:	Date: DD / MM / YYYY

Person specification: Community, Health and Wellbeing Worker Level 3 Apprenticeship

Key to terms: E: Essential, D: Desirable

How is it assessed? I: Interview or Test, A: Application

Qualifications

GCSE Grade D (3) in English and Mathematics, or equivalent (e.g. Functional Skills Level 1 Literacy and Numeracy)	E	A
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Knowledge, Skills, Abilities & Experience

Support and facilitate events attended by diverse stakeholders and communities	D	A/I
Supporting focus group facilitation	D	A/I
Knowledge of general office and IT duties	D	A/I
Strong interpersonal, communication, presentation, and engagement skills	E	A/I
Good communication skills both written and verbal	E	A/I
Professional telephone manner	E	A/I
Ability to work flexibly	E	A/I
Keeping records of activity and identifying the difference (impact) engagement has had	E	A/I
Raise, record, and manage risks and issues.	E	A/I
The requirement to prioritise and deal with queries simultaneously	E	A/I
An enthusiasm to contribute to the Community Engagement activities	E	A/I

Qualities

Conscientious with a high degree of care and accuracy in working	E	A/I
An enthusiasm to contribute and work with local community groups and engagement activities	E	A/I
Ensure a smart, professional image	E	I
Update the Community Engagement Tracker and support the reporting on activity	E	I
Committed to Continuing Professional Development (CPD)	E	A/I
Committed to, and understanding, the principles of equality, diversity, and inclusion	E	A/I
Strong focus on building relationships with local community groups	E	A/I