



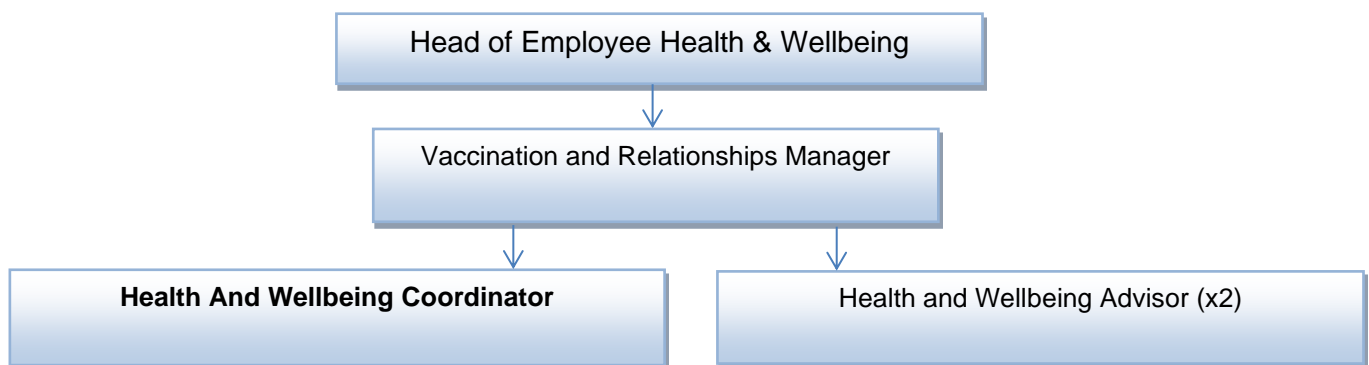
Job Description

Job Title: Health and Wellbeing Coordinator
Reference No: YAS1513
Department: Health & Wellbeing (People & OD Directorate)
Base: HQ/Springhill with travel Trust wide
Band: 5

Organisational Relationships:

Responsible to: Vaccination and Relationships Manager
Accountable to: Head of Employee Health and Wellbeing
Responsible for: Coordination of Trust wide Health and Wellbeing related activity, supporting meetings and project delivery

Organisational Chart



Organisational Values

You will share a commitment to our values:

Kindness
Teamwork
Respect
Improvement

Job Role Summary

The Health and Wellbeing Coordinator is responsible for the coordination of the team's health and wellbeing activity, this includes supporting the team in delivering priorities as identified through the health and wellbeing plan and leading on identified projects aimed at improving the physical, mental and emotional wellbeing of staff.

The role is responsible for providing senior administrative support including the management and administration of the annual NHS Health Needs Assessment. This will include coordination and preparation of papers across the team, contributing to the content as required, including logs, agendas and other project/meeting documentation.

The postholder will foster positive working relationships with Trust stakeholders, managers, and staff.

The postholder is also responsible for the delivery of specific priorities and actions identified in the Health and Wellbeing Plan. The key accountabilities of the role are to:

- Support the health and wellbeing team with the development and delivery of the annual Trust health and wellbeing plan working in collaboration with a wide range of internal stakeholders ensuring setting of smart priorities that are evidence based.
- Responsible for performance monitoring delivery against the health and wellbeing plan with clear escalation routes where issues emerge.
- Support the development of health and wellbeing policies and practices working closely with human resources, trade union colleagues, Trust service lines and in consultation with YAS staff, with focus on supportive and evidence-based practices.
- Provide support at key committees and project meetings ensuring accurate capture of discussions and actions including monitoring progress against identified actions and ensuring all paperwork and agendas are completed and circulated in accordance with agreed timescales.
- Coordinate training and awareness sessions including meetings in line with the priorities detailed in the health and wellbeing plan.
- Work collaboratively with Corporate Communications to actively promote and engage staff on health and wellbeing initiatives and plans, using a variety of communication platforms and approaches to ensure all staff are aware of the support available to enable them to stay safe and keep well at work.
- Lead the delivery against the annual health promotions campaign working in partnership with Corporate Communications and localised wellbeing teams and areas.
- Consult and where necessary negotiate with colleagues relating to changes in transactional procedures ensuring that resource levels are clearly identified and there is clarity between the team and staff responsibilities within the process.

Communication and Relationship Responsibilities

- Build and maintain positive working relationships with a wide variety of internal and external stakeholders, e.g., health and wellbeing colleagues at Ambulance Trusts, internal departments, call centre wellbeing teams, trade union colleagues and Trust staff.
- Manage and interpret staff feedback and evaluation data and report updates/emerging themes to internal and external stakeholders.
- Provide a friendly, professional and efficient customer service to all stakeholders both internal and external over the telephone, in writing or face to face, ensuring sensitivity and confidentiality is maintained.
- To take ownership of health and wellbeing enquiries and assist in maintaining contact and relationship development with all Trust staff.
- Collaborate with the health and wellbeing team and wider YAS stakeholders to develop a Trust wide communications plan for health promotions and wellbeing initiatives that are clear, engaging and accessible.
- Support in the collation, development and communication of wellbeing related information verbally, in report writing and via presentations to varied audiences ensuring clarity of messaging to inform and influence improvements and developments to the health and wellbeing agenda.

Analytical and Judgmental Responsibilities

- Support in the analysis and interpretation of complex and high-volume data to help develop and present impactful, engaging and clear reports to relevant working groups and committees (e.g., Strategic Health and Safety Committee, Health and Wellbeing Group and contract review meetings) on health and wellbeing, delivery against key performance indicators and staff experiences.

- Responsible for managing and maintaining internal databases and systems, ensuring they are regularly updated to enable ongoing monitoring of activity so that emerging problems and undue delays can be identified, and remedial action taken.
- Work without direct supervision and use own initiative to deliver against identified health and wellbeing plan priorities, flagging issues and escalating where necessary.

Planning and Organisational Responsibilities

- Lead the preparation, coordination and sharing of necessary documentation, evidence and resources for the health and wellbeing interventions to support evaluation, learning and future planning.
- Lead the development of and manage a system to capture all health and wellbeing initiatives and related actions and timescales as per the approved plan.
- Responsible for the coordination and administration of the NHS Health Needs Assessment. This includes being the main point of contact for Trust staff and external providers in relation to delivery of the survey and the resulting priorities that come out of the findings.
- Support with the development, delivery and review of the annual Trust health and wellbeing plan by engaging key stakeholders and ensuring regulatory and service line requirements are included and reflect NHSE health and wellbeing roadmap and evidence-based practice.
- Lead the delivery and achievement of identified health and wellbeing plan priorities, through the development of project plans in collaboration with relevant stakeholders, reporting progress against this (e.g., Health and Wellbeing Group), adjusting plans and taking remedial action where needed.
- Keep up-to-date with relevant regulations, ethical frameworks and national guidelines reflecting within plans to ensure compliance.

Policy and Service Development Responsibilities

- Support the development of new and existing trust-wide policies, management guidance and standard operating procedures (e.g., fitness for work policy and health and wellbeing guidance) for health and wellbeing in consultation with key stakeholders and reflecting national guidance and strategic requirements.
- Support the work to reduce sickness absence across the Trust working closely with Clinical Health and Wellbeing Specialist, managers and HR.
- Support the health and wellbeing team with reviews and analysis of key project issues to drive improvements and escalate to where necessary.

Financial, Physical and Information Resource Responsibilities

- Collate and report locally on information relating to health and wellbeing spend and budget position against agreed purchase orders.
- Manage the procurement activities as required per the delivery of the service including obtaining quotations, market research purchase orders and receipting working in collaboration with the procurement team.
- Maintain appropriate assets and stocks of health and wellbeing materials and resources, e.g, presentations, display materials, printed leaflets and merchandise that will assist in supporting the health and wellbeing of YAS staff and raising awareness of wellbeing.
- Handle confidential and sensitive information including data uploading onto local and national systems, e.g support with the seasonal vaccinations programme.
- Manage the storage and retrieval of sensitive data in line with GDPR principles.

Research and Audit Responsibilities

- Keep abreast of research to support the delivery of the health and wellbeing agenda utilising best practice to provide an evidence-based offer to staff.
- Ensure stakeholders are kept fully informed of any issues relating to the quality and access to support arising from the Health Needs Assessment or through evaluation of interventions.
- Working in collaboration with stakeholders such as to define and undertake surveys to support the delivery of health and wellbeing interventions, including the Health Needs Assessment.

Performance Management

- Support the management and delivery of the monthly contract review meetings with service provider(s) and the internal Health and Wellbeing Group including preparation of paperwork, setting of meetings and accurate minute taking.
- Oversee the management of internal systems monitoring progress against priority delivery, outcomes and escalations.
- Assist in the performance reporting against the delivery of the health and wellbeing priorities at local and national levels.
- Champion best practice in the delivery of the health and wellbeing agenda working closely with the team.

Leadership, Management, Training and Supervision Responsibilities

- Manage, organise and prioritise the health and wellbeing team's workload and activity ensuring service level agreement targets are met and to highlight any potential issues to the Head of Employee Health and Wellbeing in a timely manner.
- Ensure the provision of an efficient, effective and customer focused administrative and project support to the health and wellbeing team.
- Actively contribute to the successful teamworking of the function.
- Management of action logs, agendas and other paperwork for meetings ensuring they are completed and circulated in accordance with meeting terms of reference.
- Promote best practice and actively champion continuous improvement in the effective delivery of health and wellbeing services.
- Promote the vision, values, and goals of the organisation, both internally and externally.

Corporate Responsibilities

- It is the responsibility of each member of staff to ensure that they maintain the confidentiality and security of all information in accordance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018, the common law duty of confidentiality and, for the protection of patient confidentiality, the principles of Caldicott.
- Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.
- Staff must be aware of and adhere to the provisions of the Health and Safety at Work Act and ensure their own safety and the safety of colleagues and patients.
- Mandatory training requirements that are relevant to the post must be decided during Appraisal and a training plan developed.
- Staff should be aware of their individual responsibilities under the Equal Opportunities Policy and ensure that they adhere to the provisions of the policy.
- Individuals are also required to comply with the policies, procedures, and protocols in place within the Trust.

- This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the post. It may be subject to change in the light of developing organisational and service needs and wherever possible change will follow consultation with the postholder.

Equality & Diversity

- Promote equality of opportunity and diversity in area of responsibility.
- Ensure compliance with equality and diversity legislation and develop active commitment to the need to ensure equality of opportunity and the benefits of diversity.
- Indicate an acceptance of commitment to and promotion of the principles underlying the Trust's Equality and Diversity policy.

Safeguarding Children

- To recognise and report to the appropriate authorities any concerns regarding Child Protection issues to include possible child abuse.
- Under section 11 of the Children Act 2004 all NHS staff must ensure that their functions are discharged with regard to the need to safeguard and promote the welfare of children (Working Together to Safeguard Children 2015).
<http://www.workingtogetheronline.co.uk/index.html>

Safeguarding Adults

- To recognise and report to the appropriate authorities any concerns regarding Vulnerable Adult issues to include social care and mental health.
- All staff must comply with mandatory training requirements and ensure that adult safeguarding is embedded as an essential part of their daily practice.

For Administrative Purposes only:

Prepared/Reviewed by: Mussarat Suleman / Fiona Chisholm-Pine

Approval Date: 16 April 2024

Review Date: 16 April 2027

Factors	Description	Essential/ Desirable	Assessment Method
Skills / Competencies	<ul style="list-style-type: none"> • Ability to develop effective working relationships, communicating effectively, nonjudgmental demonstrating professional credibility with colleagues and 'customers' at all levels. • Time-management skills to prioritise conflicting workload demands including the ability to multi-task. • Good influencing and persuasive skills with the ability to communicate in a calm and professional manner in stressful situations. • Ability to assimilate, analyse and interpret information and to summarise key information clearly and concisely. • Sound analytical reasoning, effective decision making and an ability to identify and manage risks. • Effective planning and organisational skills across a wide range of activities and situations. • Ability to communicate effectively, verbally and in writing, to differing audiences. • IT literate, including word processing, email, and spreadsheet skills. • Ability to develop and deliver training / learning / coaching / interventions on a range of health and wellbeing related best practices / subjects. • Able to travel throughout YAS in a timely manner. 	Essential	App/Interview
Qualifications / Knowledge.	<ul style="list-style-type: none"> • Diploma level qualification in relevant subject area or equivalent experience. • Evidence of Continuing Professional Development. • Knowledge of NHS and employee health and wellbeing. • Further education qualification in health and wellbeing. 	Essential Desirable	App/Interview
Experience	<ul style="list-style-type: none"> • Experience in coordinating work and managing meetings includes taking minutes. • Experience of collating, using, evaluating and managing information to determine priorities. • Experience of leading and delivering projects and interventions. • Experience of working across multi-functional teams across the organisational structure at all levels including external partners. 	Essential	App/Interview

	<ul style="list-style-type: none"> • Experience of working in health and wellbeing within a large organisation. • Track record of successfully achieving performance targets. 		
Values and Behaviours	<p>Kindness – caring as we would for our loved ones.</p> <p>Respect – having due regard for the feelings, contribution, and achievements of others, adhering to the highest professional standards, even in the most challenging of circumstances.</p> <p>Teamwork – working collaboratively and openly with colleagues, patients, volunteers, and partners, striving to achieve an exceptional standard in everything we do.</p> <p>Improvement – committed to learning, developing and implementing best practice to deliver better care and services.</p>	Essential	App/Interview
Personal/Other	<ul style="list-style-type: none"> • Positive and enthusiastic ‘can do’ attitude to work and learning. • Decisive and clear with the ability to work unsupervised using own initiative and demonstrating flexibility to respond to different work environments. • Demonstrating personal integrity and a commitment to high professional and ethical standards. • Role model for openness and inclusion, encouraging innovative thinking. • Ability to work under pressure and meet deadlines. • Flexible approach to working arrangements. • Able to satisfactorily meet the requirements of pre-employment checks. 	Essential	App/Interview

Job Risk Profile

This role involves:	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Lifting Weights / objects between 6 – 15 kilos	X				X	Boxes of materials, vaccines, HWB resources, printed material, cleaning out and tidying the HWB vehicles
Lifting weights / objects above 15 kilos		X				
Using equipment to lift, push or pull patients / objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone / with passengers / with goods	X				X	Frequently to other sites and stations for setting up for events, training, delivering vaccinations programme, attending meetings
Invasive surgical procedures		X				
Working at height		X				
Concentration to assess patients / analyse information	X				X	Analysis of different forms of information including management information, research papers, legislation, guidance
Response to emergency situations		X				
To change plans and appointments / meetings depending on the needs of the role	X				X	Urgent requirement for immediate support to an urgent case, operational requirement, priority request for an up-date/attendance at meeting, data requests both internally and externally
Clinical Interventions		X				
Informing patients / family / carers /stakeholders of unwelcome news		X				
Caring for terminally ill patients		X				

Dealing with difficult family situations	X			X		May be necessary where Trust staff or volunteers come forward for confidential discussions/disclosures as part of interventions work
Caring for / working with patients with severely challenging behaviour		X				
Typing up of minutes / case conferences	X				X	Minutes to various meetings such as vaccinations steering group, health and wellbeing group, contract meetings, project meetings
Clinical / hands on patient / client care		X				
Contacts with blood / bodily fluids		X				
Exposure to verbal aggression	X		X			F2F engagement with staff sharing their experiences, level of service provided through the specialist contracts
Exposure to physical aggression		X				
Exposure to unpleasant working conditions dust / dirt / fleas		X				
Exposure to harmful chemicals / radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X				X	Emails, writing reports / policies / guidance / minutes, analysing data, attending meetings via MS Teams
Use of road transport	X				X	Travel to Trust sites. Attendance at conferences / events / meetings at external venues including supporting the wellbeing vehicle