

JOB DESCRIPTION

JOB DETAILS	
Job Title	Health Inequalities Programme Support Officer
Reports to	One Northern Devon Service Manager
Band	Band 6
Department/Directorate	One Northern Devon, Policy and Partnerships/ Strategy Directorate

JOB PURPOSE
<p>The Health Inequalities Programme Support Officer will work within the One Northern Devon Team to oversee and manage projects that address health inequity in the Northern Devon area. Project support will include developing project plans, coordinating projects to ensure they are delivered, connecting with local people, organisational partners and colleagues to engage, join up or transform how services are delivered.</p> <p>A key project is to set up and coordinate a Poverty Truth Commission, supporting Community Commissioners and Civic & Business Commissioners through the PTC process. A key principle of a Poverty Truth Commission is that the people with lived experience of poverty and their stories are at the heart of the matter. They come to take the lead in the process, so they must be well listened to, respected and valued. Thus, although the role is about co-ordination, facilitation, support and skills development, these functions must be delivered in a relational way which prioritises the leadership of those who are more often marginalised or voiceless. As such the post holder will recruit and support local people in this role.</p> <p>The post-holder will be expected to work autonomously and undertake a wide variety of tasks including communicating with stakeholders, assisting with planning the delivery of current and new projects, organising meetings, preparing agendas and minutes and project management system, and contributing to online collaboration portals.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Supporting activity through project life cycle, from project planning and initiation, through delivery and monitoring, to evaluation and reporting. • Stakeholder management within across organisational boundaries. • Collecting, accurately storing, and analysing project and programme data, to inform decision-making. • Event and meeting planning and facilitation, including following up on actions • Key contact for the Poverty Commission Community Commissioners, ensuring access to support and expenses. • Organise events including workshops and conferences where appropriate with senior managers. This will involve sourcing venues and catering, liaising with speakers, creating agendas, event promotion and follow up, and working to ensure the smooth running of the event on the day • Facilitate meetings as and when required, identifying, and following up on actions which need to be taken forward by the team

KEY WORKING RELATIONSHIPS

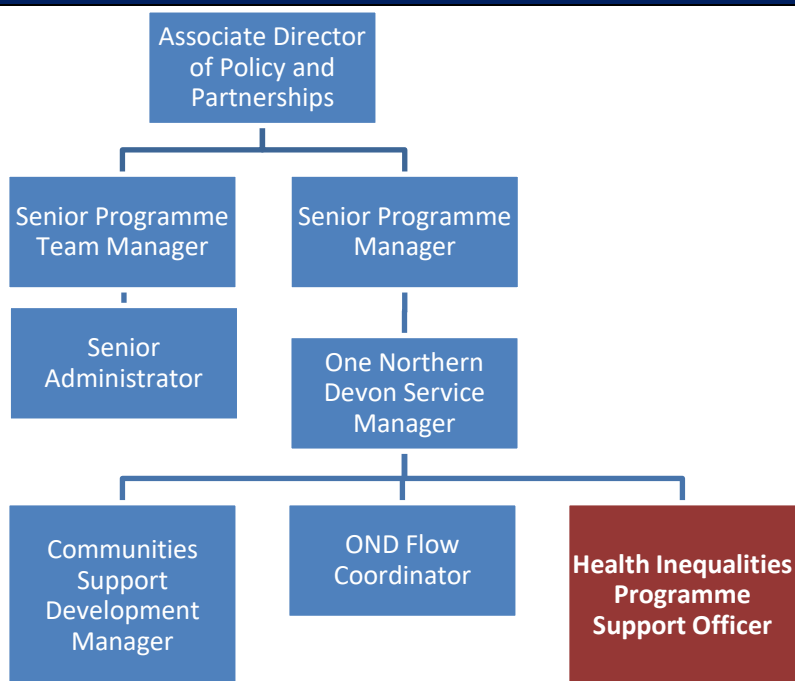
Areas of Responsibility: The post holder will be in regular contact with staff within One Northern Devon and key partner organisations.

The post holder is required to deal effectively with staff of all levels throughout the Trust with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Policy and Partnerships Senior Programme Managers • One Northern Service Manager • Communities Support Development Manager • Inequalities team Administrator 	<ul style="list-style-type: none"> • North Devon Council officers and members • Devon County Council officers and members • Torrington District Council officers and members • Petroc officers • One Community Developers • Town and Parish Councillors • Torrington District Council • Devon & Cornwall Police • North Devon Homes • Encompass South West • Devon Partnership Trust • Town Clerks • Active Devon • Youth Groups • Community Groups • Citizens

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works autonomously, prioritising tasks in accordance with agreed objectives, organisational policy and guidance.
- Works on own initiative.
- Specialist within own area.
- Working to broad occupational policies.
- Required to act independently and use initiative and judgement in decision making.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate with a range of internal and external stakeholders with updates on project and programme delivery
- Establish effective networks internally and externally
- Facilitate meetings as and when required, identifying, and following up on actions which need to be taken forward by the team
- Organise events including workshops and conferences where appropriate with senior managers. This will involve sourcing venues and catering, liaising with speakers, creating agendas, event promotion and follow up, and working to ensure the smooth running of the event on the day
- Coordinate the collection, collation and analysis of data for projects and programmes of work in order to inform and contribute to strategic planning and decision making
- Make use of office systems to ensure effective delivery of the programmes, and suggest and make improvements to these systems.
- Regular reporting of activities and results in appropriate formats to the stakeholders
- Support local people to have their voices heard which may include sensitive and occasionally distressing circumstances around lived experience

ANALYTICAL/JUDGEMENTAL SKILLS

- To undertake analysis of qualitative and quantitative information and feedback to produce regular reports and other material for a range of different audiences.
- To identify need for, plan, create and undertake coproduction and engagement work
- Monitor and track risks and issues tracking mechanism and its proactive resolution and escalation processes
- Provide coordination of and participate in relevant meetings, reporting attendance and providing information advice and support where requested

- Understand the complexities of factors contributing to poverty in order to highlight the needs and issues of local people

PLANNING/ORGANISATIONAL SKILLS

- To work with colleagues from a wide range of different organisations within the geographical area, to jointly plan and deliver engagement activities in a collaborative manner.
- To have day to day responsibility for the planning, organising and management of a wide variety of engagement activities with a wide range of stakeholder groups in respect of the programme.
- Deliver against objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.

PATIENT/CLIENT CARE

- May come into contact with patients occasionally to meet program requirements.
- Will work alongside citizens (which may include patients) to co-produce programme aims and structure, evaluation etc

POLICY/SERVICE DEVELOPMENT

- Maintain knowledge of current NHS guidance in relation to patient/public engagement, involvement and participation and develop additional procedures that may be required to support the programme of work.
- To participate in the planning and strategic development of One Northern Devon work.
- Act as a proactive communicator to facilitate effective matrix working across multi-agency/disciplinary teams, including recommending actions to senior staff and project leads when acting to support projects, and delivering actions when acting as the project lead.

FINANCIAL/PHYSICAL RESOURCES

- Lead on the monitoring of project spend and hold a delegated budget for specific projects.
- Keep partner agencies and own team informed on the targeting of resources, monitoring, implementing.
- Sign off volunteer expenses
- Evaluating and delivery of plans.
- Deliver against organisational objectives, achieving quality outcomes, prioritising own workload and working to tight deadlines.

HUMAN RESOURCES

Recruit Citizens to Poverty Commission voluntary roles and provide ongoing management support to these volunteers to enable them to deliver programme outcomes. This will include but not be limited to:

- Organising and signing off any expenses resulting from performing role
- Support with access to any resources required to undertake the role
- Support training and induction for voluntary roles

INFORMATION RESOURCES

- Maintain and manage project documentation
- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio

RESEARCH AND DEVELOPMENT

- Regularly collect any relevant evidence or data to inform evaluation of the work
- Undertake and evaluation of the work at agreed timeframes
- Contribute to surveys, audits within the Trust

PHYSICAL SKILLS

- Required to use a computer
- Will need to be able to drive to cover urban and rural communities

PHYSICAL EFFORT

Combination of sitting, standing , driving, walking.

MENTAL EFFORT

Regular period of concentration in preparing reports and other documentation. Concentration required in meetings.

EMOTIONAL EFFORT

Occasional exposure to distressing or emotional situations working with citizens experiencing poverty and inequality in health.

WORKING CONDITIONS

Prolonged use of lap top/VDU in a range of settings including home, office, shared workspaces.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

APPLICABLE TO MANAGERS ONLY

Leading the volunteer team effectively and supporting their wellbeing by:

- Championing health and wellbeing.
- Encouraging and support volunteer engagement in delivery of the service.
- Encouraging volunteers to comment on development and delivery of the programme.
- Ensuring during 1:1's / supervision with volunteers you always check how they are.

DISCLOSURE AND BARRING SERVICE CHECKS

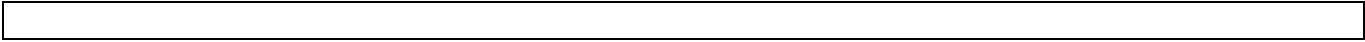
This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E's track record of excellence in research, teaching and links to the university with NDHT's innovation and adaptability.



PERSON SPECIFICATION

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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Educated to degree level in relevant subject or equivalent level of experience of working at a similar level in specialist area.	E	
Further training or significant experience in project management, financial Management, citizen involvement, volunteer management or supporting change management processes.	E	
KNOWLEDGE/SKILLS		
Robust analytical and report writing skills	E	
Excellent communications skills, written and oral skills	E	
Ability to work accurately and with attention to fine details	E	
Knowledge of how to manage a project		D
Ability to prioritise own workload and work without close supervision	E	
Good understanding partnership working.	E	
Well-developed interpersonal skills including listening, diplomacy, discretion, confidentiality, and ability to negotiate	E	
Budget management skills		D
Understanding of the Poverty Truth Commission		D
EXPERIENCE		
Experience in delivering or supporting a complex project		D
Experience of working in partnership	E	
PERSONAL ATTRIBUTES		
Enjoys working as part of a busy team	E	
Completer finisher	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required.	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y			X	
Challenging behaviour	Y	X			