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| **Croydon Health and Wellbeing Worker**  **Application Pack** |

# **Contents**

* Covering letter
* Information regarding the application process and the structure of the interview
* Person Specification
* Application Form

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| Croydon BME Forum  56a Mitcham Road,  Croydon  CR0 3RG Email: [recruitment@bmeforum.org](mailto:recruitment@bmeforum.org) |

Dear Applicant,

**Re: Croydon Health and Wellbeing Worker**

Thank you for your interest in the above post.

Please find enclosed an application pack, which should be completed and returned by email or post, **no later than 3 pm Friday 5th April 2024.**

Kindly ensure you allow adequate time for your email to arrive in my inbox by 3 pm at the latest as it will not be possible to accept applications after the 3 pm deadline.

If you have any queries about the post, you are welcome to contact me on the email address above.

We look forward to receiving your completed application form.

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| **Croydon Health and Wellbeing Worker**  **Application Information** |

##### CLOSING DATE

# The closing date for the return of completed applications is **3 pm Friday 5th April 2024.**

# Your application should be returned by email to: [recruitment@bmeforum.org](mailto:recruitment@bmeforum.org)

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# **RETURN OF APPLICATION**

If you would like to be considered for these posts, please apply by sending the following:

* Completed Application Form

To avoid any delay in your application being processed, please ensure you have signed the Application Form (Section G: Declaration).

##### Acknowledgement of Applications

We will acknowledge receipt of your application. Following this, if you do not hear from us within two weeks after the closing date, please assume you have not been successful.

**Interview Details**

Please note there will be two parts to the interview process:

1. **A Presentation**: we would like you to give a 15-minute PowerPoint presentation at the start of the interview. The subject for the presentation will be given to you if you are invited to interview.
2. **Face to face interview:** by a panel comprising 3 people: The Chief Executive of Croydon BME Forum, and two other staff members. We expect this part of the interview to last for approximately 45 minutes.

The interviews will be held at 56a Mitcham Road, Croydon CR0 3RG on the following two days Thursday 11th April and Thursday 18th April 2024.

##### Interview Documentation

Candidates invited to interview will be required to provide proof of employment eligibility (for example a document which confirms your NI number).

# **COMPLETION OF YOUR APPLICATION FORM**

Please clearly state where you saw the post advertised.

**Applicant Details**

Insert all the relevant information including any contact details.

###### Qualifications and Training

Include all your qualifications, training and memberships of any professional or trade body in this section.

**Employment History**

Please include details of your current / most recent employment, plus full previous employment history. Please account for any gaps in your employment history.

###### Absence from Work

Include all absences from work due to sickness in this section.

###### Experience and Skills

Take each of the requirements on the person specification and, in the order that they are given, describe how you meet the requirement based on your knowledge, experience or skills (and attitudes). Do not give too much detail but make sure you fully address the requirement. You may wish to draw on experience from paid or voluntary work or personal experience.

**The person specification plays an essential part in all stages of the selection process. It determines whether you will be short-listed for an interview, and it acts as the basis for the interview itself.**

We will be looking for evidence that you meet requirements for the job. The candidates who meet the essential criteria and have the closest match to the overall requirements will be short-listed for interview.

###### Criminal Records Bureau & Rehabilitation of Offenders Act 1974

This post may involve direct contact with children and/or vulnerable adults; therefore, you will be required to complete a Criminal Records Bureau disclosure form before we can confirm your employment and start date. For the purposes of this check, you will be required to disclose all convictions including those that may otherwise be considered ‘spent’ under the terms of the Rehabilitation of Offenders Act 1974. Please note that the receipt of a form showing previous convictions/cautions /warnings will not automatically exclude someone from becoming a member of staff at Croydon BME Forum. Previous criminal recordswill be considered in relation to their relevance to the work applied for, the circumstances of the offence and the length of time elapsed since the offence.

###### References

Croydon BME Forum is required to contact your present or most recent employer to obtain references before we can confirm your employment and start date and will take up references for a full 2-year period prior to your employment.

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| **Community Health and Wellbeing Worker** | |
| **JOB DESCRIPTION** |

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| **EMPLOYER:** | Croydon BME Forum |
| **JOB TITLE:** | Community Health and Wellbeing Worker |
| **LOCATION:** | Various locations around Croydon (Thornton Heath) |
| **RESPONSIBLE TO:** | Community Health and Wellbeing Service Manager |
| **SALARY:** | £26,208 |
| **HOURS:** | 31.5 hours per week |
| **LENGTH:** | 1-year fixed-term contract |

**Context of the role:**

Community Health and Wellbeing Workers (CHWW) are frontline primary care and public health workers employed from the local community.

The outreach work of a CHWW is essential in addressing the rising inequities in health and social care and in identifying unmet needs in the community. The CHWW performs a variety of duties with the aim of improving the health and wellbeing of the communities they serve. They play a significant role in increasing health promotion, through a range of activities including outreach assessments, community education, signposting, informal counselling, and advocacy.

Their bridging role between health and social services and the community, facilitates access and supports the provision of services that meet the needs of the local community.

**Job Summary:**

As Community Health and Wellbeing Worker (CHWW) you will be on the frontline working with households within Thornton Heath. The work of a CHWW is varied with the aim of improving the health and wellbeing of the communities they serve.

You will play an important role in promoting health and healthy lifestyles, improving health, prevention, and early detection, and supporting health literacy through a range of activities including outreach, assessments, brief interventions, building capacity, community education, signposting, informal counselling, and advocacy.

This is an exciting opportunity to work on a project in partnership with Croydon BME Forum (CBME Forum), ARCC and One Thornton PCN funded by NHS South West London.

**Main responsibilities:**

Making monthly household contact (or more frequent if the household needs require it) within a specific area in the community to assess the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.

Relationship Building and Health Promotion

* Build relationships with assigned households to understand their needs and context.
* Signpost and/or refer to existing services to aid and support household needs. For example, Pentathlon Wellbeing, Mental Health support services, Expert Patients Program, EMHIP, Community Hubs etc.
* Offer health coaching and motivational approaches including problem-solving and goal setting.
* Deliver personalised health promotion and supporting healthy choices and education, such as breastfeeding and immunisations whilst providing health literacy support.
* Provide support and signposting with lifestyle advice such as smoking cessation, alcohol consumption, healthy diet, and physical exercise.
* To support households in understanding the health and social care system.

Health Literacy

* To support those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments.
* To support chronic disease diagnosis and management through raising awareness of adherence to medication.
* To encourage early identification of signs and symptoms of chronic illness and share the information as provided by practices.
* To identify household determinants of ill health and health-seeking behaviour.
* To signpost and refer people to services across the health and care system and other existing community services.

Day to Day Administration

* Keep digital records that reflect household and community needs and progress via a secure tablet that will be linked to the clinical system used by the General Practice.
* To comply with data protection and confidentiality.
* To maintain skills in using technology and primary care software.
* Present your work and findings to the Community Health and Wellbeing Project Manager and multidisciplinary team.

Community Engagement/Co-Production

* Engage with the community to ensure health services are satisfactory and appropriate in their design and delivery.
* Facilitate networks within communities to build community capacity.
* Managing conflict.
* Advocating the needs as outlined by the community.
* Identify local community assets and promote a community-based prevention agenda.

Additional requirements in keeping with provided mandatory training:

* Supervision and Debriefing - To take part in supervision and debriefing.
* Professionalism - The post holder must provide high-quality interactions irrespective of race, gender, and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice.
* Equality, Diversity, and Inclusivity requirements - Protected characteristics training.
* Confidentiality - The post holder must maintain confidentiality, security and integrity of information relating to people while on duty.
* Data protection - The post holder must be aware of their obligations in respect of the Data Protection Act 2018.
* Safety - The post holder must be aware of their role in safeguarding and promoting the welfare of children and adults. They must also be aware of the councils and General Practice lone working policies.

**Benefits**

You will be offered an induction and training programme when you start your new role as well as ongoing, on-the-job, professional development through weekly meetings in the primary care clinic with certification.

Skills developed during the role will support career progression with opportunities to advance into more technical, clinical roles.

Debrief and reflective sessions with supervisor and regular meetings with direct line manager and their team.

Benefits as employee of ARCC/CBME Forum with additional experience and support from partner organisations, local GP practice and the wider teams.

**Person Specification**

**Requirements and Qualifications**

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| **Knowledge and Experience** | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| Competent level computer skills | X |  |
| Experience of working in the community providing support to the public | X |  |
| **Experience** |  |  |
| Knowledge of local community agencies, services, and resources | X |  |
| Experience of volunteering in the local community | X |  |
| Knowledge of local community demographics and culture | X |  |
| Knowledge of basic health promotion/ health improvement | X |  |
| Knowledge of health protection, the NHS, and broader services |  | X |
| The ability to complete data entry and documentation of visits | X |  |
| Strong time management skills | X |  |
| Able to produce reports and give presentations | X |  |
| Use of Microsoft Office and email | X |  |
| Knowledge of local languages |  | X |
| **Personal Attributes and Approach** |  |  |
| Strong interpersonal and communication, listening and observational skills | X |  |
| Good problem-solving with creative thinking | X |  |
| Positivity and enthusiasm for improving the local community | X |  |
| Relationship building including starting, renewing and keeping community connections | X |  |
| The ability to work effectively with a wide range of teams in a diverse community | X |  |
| Commitment to promote social changes that support the health and well-being of the local community | X |  |

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| **CROYDON BME FORUM**  **APPLICATION FORM**  Please answer all questions clearly and, if not typed, in black ink as this form will be photocopied. You are assured that all details on this form will be treated in strictest confidence. Please do not send CVs. |

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| Position Applied for: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **SECTION A: PERSONAL DETAILS**  Title:  Names:  Surname:  Address:  Postcode:  Telephone (daytime): (Evening)  Email address: |

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| **SECTION B: EMPLOYMENT**  Please tell us about your employment history starting with your current or most recent employment | |
| **Name of Employer** |  |
| Address |  |
| Job Title |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |
| Current or most recent pay |  |

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| **Name of Employer** |  |
| Address |  |
| Job Title |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |

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| Address |  |
| Job Title |  |
| Summary of Duties |  |
| Period of Employment |  |
| Reason for Leaving |  |

Please continue a separate sheet if necessary.

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| **SECTION C: EDUCATION, QUALIFICATIONS AND TRAINING** | | | |
| **Education** | | | |
| Dates | | School / College / University attended | Qualifications Obtained  (Please state name of examining board) |
| From: | To: |
|  |  |  |  |

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| **Professional Qualifications** | | | |
| Dates | | Qualifications  (Please state name of examining board) | Course Details |
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| **Relevant Training**  (Please list dates, examining or organising board) |
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| **SECTION D: KNOWLEDGE & EXPERIENCE / SKILLS & ABILITIES**  Please tell us why you think you are suitable for this post. Applicants should refer to the job description and person specification for this post before completing this section. Please provide as much information regarding your skills, knowledge and experience to enable us to assess your suitability for the post. Only applicants who meet all the essential criteria will be shortlisted. (Please continue a separate sheet if necessary) |
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| **SECTION E: OTHER DETAILS** |
| **Convictions**  Please give details of any convictions that you have including those that would otherwise be considered ‘spent’ under the Rehabilitation Offenders Act 1974 |
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| **Transport** |
| Do you have a current driver’s licence? Yes No |
| **Conflict of Interest** |
| Do you have any business and/or interest that might conflict with the duties of this post?  If yes, pls give details. |

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| **SECTION E: REFERENCES**  We will take up employment references from your current or most recent employer. Please provide the employer’s name and address, and the name of the person authorized to give the reference. Please also give the name and address of another person willing to provide a reference. This could be another employer or someone who knows you very well. Please note that references from friends or relatives will not be accepted. | |
| Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Position:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Address:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Telephone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| If you are shortlisted, we would like to approach referees before your interview. Please indicate below whether or not we may write to referees prior to interview:  Referee 1: YES / NO Referee 2: YES / NO | |

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| **SECTION G: DECLARATION** |
| I declare that the information given in this form is complete and accurate. I understand that any false information or deliberate omissions will disqualify me from employment or may render me liable to summary dismissal. I understand these details will be held in confidence by the Organisation, in compliance with data protection legislation and as set out in the Organisation’s Applicant Privacy Notice. I undertake to notify the Organisation immediately of any changes to the above details.  SIGNED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |