

Job Description and Person Specification

Health and Wellbeing Bus Champion

A Lambeth to be proud of



Job Title: Health and Wellbeing Bus Champion

Department: Integrated Health and Adult Social Care

Division: Public Health

Business Unit: Public Health

Grade: SO2

Reports to: Service Delivery Manager

The post is fixed term contract until end of March 2027, with a possibility of extension.

Context

In 2021 as a response to the pandemic and the recognition of significant health inequalities facing Lambeth residents, a programme of work using a Health and Wellbeing Bus and Health Champions to deliver prevention focused health interventions was set up. The team of Health Champions and health providers work throughout the borough to ensure good access to health information, signposting and health checks. More information can be found at [Lambeth's Health and Wellbeing Bus - Lambeth Together](#).

Job Purpose

Lambeth's Health and Wellbeing Bus programme began during the pandemic initially focused on delivering Covid vaccinations and has since broadened the offer as it seeks to address health inequalities in the borough through visiting communities to promote healthy lifestyles, share information and signpost to services.

The role of the Health and Wellbeing Bus Champions is to work predominately on the bus supporting the daily running of the service as well as engaging with the public to promote Public Health priorities in Lambeth.

The role will be supported with a qualification in the Royal Society of Public Health Level 2 Award Understanding Health Improvement and in addition other relevant supplemental courses will be provided. With this training the role will signpost residents to local and national services and become a trusted source to encourage engagement with the health system amongst populations that may at present be underutilising services.

The role will be working out in the borough at a variety of locations on the Health and Wellbeing Bus as well as at community hubs and events as required by the programme.

Responsibilities

- 1) To actively engage with residents in Lambeth to support people's health and wellbeing by using motivational interviewing techniques to listen and share information that can help them access local services and community support.
- 2) Help people to identify how their way of life might affect their health and wellbeing and helping them to make the changes they want to.

- 3) Ensure safe and smooth service delivery of the Health and Wellbeing Bus on each shift. This will include assisting in the setup and derig, each day. Thoroughly understanding health and safety protocols and undertaking clear and accurate reporting as required in the role.
- 4) To take responsibility in being fully up to date with the weekly priority messaging and provide clear and accurate information to the Lambeth population about community health and wellbeing.
- 5) To work collaboratively with internal colleagues as well as external partners such as Social Prescribers, Community Connectors and community organisations to share knowledge that best supports the objectives of the programme.
- 6) Be responsible for reporting back information on interactions to the Health and Wellbeing Bus Manager and make suggestions to improvements in the service.
- 7) Represent Lambeth by being professional and sensitive in all interactions with residents whilst performing this role. To be inquisitive about the challenges facing communities within the borough and seek to continually add to your knowledge.
- 8) To ensure quality of service delivery and collaborative work to ensure the project runs smoothly with the aim of maximising opportunities for impactful work with Lambeth residents.

Key Unit Accountabilities

1. To attend all specified training and achieve the recognised RSPH Level 2 award and Vital 5 training to be able to deliver Vital 5 Health Checks.
2. To support the successful delivery of the programme by identifying opportunities to engage with community groups and assist the Manager in scheduling activity.
3. Develop the knowledge and skills to be able to identify community members who are interested in making lifestyle changes and support them through those changes.
4. To be confident in providing health information but also to know the boundaries and limitations of the role and signpost when necessary.
5. Understand how to access up-to-date information about local services within Lambeth and to understand how the system joins up and help individuals access the system.
6. Work within a variety of settings and be adaptable in your approach to different communities and the best ways to engage.
7. Provide data and monitoring information as appropriate to the role and work within the standards and policies of the team.
8. To be sensitive to the nature of issues which could be affecting the service users, making sure each interaction is professional, polite and reassuring.
9. To see every interaction with the public as an opportunity to make a positive impact on someone's life, and to maximise the impact of each conversation.
10. To fully read and understand the operating procedures and risk assessments of the team. To make sure you seek answers with your Line Manager if you identify any knowledge gaps and to report any incidents or near miss incidents through the designated reporting structure.
11. When working on the health and wellbeing bus to do all tasks as required for setting up and packing down each shift and maintain a smooth running of the service.

12. To ensure confidentiality is always maintained, particularly when working with or processing identifying information of service users.
13. To undertake shift work as required this may occasionally involve evening and weekend work.
14. To work flexibly in undertaking the duties and responsibilities of this job, this could be varied and include administrative tasks to support the programme e.g. sending out the weekly newsletter. Participate as required in multi-disciplinary cross-department and cross-organisational groups and task teams.
15. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation is upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
16. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
17. To undertake any other duties that may be required to meet the demands of the service. These may be varied from time to time to meet the needs of the service.

PERSON SPECIFICATION

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Understanding of Lambeth and the challenges that face residents in the borough especially in relation to health outcomes.	✓A
	K2	Understanding of how to effectively communicate with the public and be sensitive to the nature of the work.	
	K3	Knowledge of how to access up to date information of local services	✓A
	K4	Knowledge and understanding of computerised systems including Excel, Word, Windows applications particularly MS Teams	
	K5	Driving licence desirable	
Relevant Experience	E1	Experience of providing front line services to the public or working within community or voluntary sector.	✓A
	E2	Experience of working with multiple-team environments and communicating effectively.	
Qualification	Q1	Education to degree level and/or equivalent practical experience.	
	Q2	Please specify if you are fluent in a language other than English (not essential but desirable)	
Other Requirements	R1	Able to work in Lambeth with a commitment to working in the borough every day with some exceptions	
	R2	Able to be able to work during the evenings and weekends if required	
	R3	The post is subject to an enhanced DBS check	

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	<p>✓A</p>
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions. 	<p>✓A</p>
		<p>Accountability</p> <ul style="list-style-type: none"> • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for 	

		<p>performance and delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth. 	