**Job Description**

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| **Job title:**  | Wellbeing Educator  |
| **Responsible to:** | Programme Lead |
| **Salary:** | Band 5  |
| **Hours:** | 37.5 hrs per week – part time or condensed hours will be considered  |
| **Annual Leave:** | 25 days per annum |
| **Based:** | flexible working locations - Manchester / Timbrell House / Remote |

Main aims of the post: Pathways CIC is recruiting Wellbeing Educators for its new 50+ programme to support 150 disengaged, unemployed aged 50-SPA (state pension age) residents of Manchester with North Manchester a priority focus. The programme is being funded by DWP’s Flexible Support Fund. The role of the Wellbeing Educator will be to support participants to understand how to better manage their health conditions and overall well-being through a bespoke programme of support that will be designed to enable them to move closer to or into employment. The role of a Wellbeing Educator will be to support participants to overcome immediate challenges and perceived barriers due to ill health and to see their potential to work, or to improve employment prospects, through skills development and behaviour modification.As a Wellbeing Educator, you will be responsible for designing bespoke intervention programmes for those in receipt of support, and for also building relationships with local partners and the ecosystem that exists in Manchester to generate referrals for the programme through networking and engagement, and to use the local infrastructure (existing services) to support participants and their needs further. The programme itself will be for up to 18 hours per participant up to a 6-month periodThis is a unique and innovative 50+ service and will not duplicate existing local service provision. A key element of the programme will be to empower and motivate programme participants to have a desire to engage in peer-to-peer activities and mentorship of other participants within the programme - Wellbeing Educators will be responsible for creating the environments to facilitate this. Wellbeing Educators will* enjoy networking and will be at ease engaging and building effective relationships with individuals, local networks, support services and employers alike.
* research local and national evidence base, engage with 50+ residents and local services regarding barriers for this cohort to inform potential service solutions and ensure effectiveness of the service delivery model.
* be a self-starter who can work on their own initiative yet within the service parameters, and who can creatively and innovatively address participants barriers to achieve service outcomes.
* enjoy creating and delivering workshops/sessions/events – for participants
* embrace the opportunity to bring their own passion, skills, experience and innovation to maximise the benefits of the programme to its participants.
* enjoy thinking outside of the box! – This is an opportunity to:
	+ understand the challenges and barriers faced by 50+ residents of Manchester/North Manchester.
	+ test new/innovative approaches to addressing these barriers
	+ measure the impact and effectiveness of these approaches

As a minimum, the programme will* Provide personalised, tailored, holistic support
* Reduce social isolation
* Increase motivation and confidence
* Empower and enable participants to manage health condition/s, make choices and move forward
* Prepare for next steps support to gain employment
* Peer support
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| Competencies required for the role:* Building and managing relationships
* Communicating and influencing
* Developing partnerships and networking
* Caseload management accountability
* Assessing performance - monitoring, measuring, evaluating, recording, evidencing and promoting outcomes
* Delivering safe and effective practice
* Data accuracy and information management
* Social and community consciousness and diversity
* Ability to organise and present content to support effective learning.
* Adaptability/agility/ resilience - responding to pressure and change
* Experience of using behaviour change techniques to promote behaviour change and support self-management
* Health and employment knowledge
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| Main duties |
| 1. To generate referrals and maintain volume of referrals to enable the service to achieve its contractual outcomes.
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| 1. To network and build lasting relationships with age friendly networks, employers, local support services, GP practices, neighbourhood contacts, health development coordinators etc
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| 1. Identify and develop potential referral pathways into and out of local services
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| 1. Case manage clients, using a strength-based approach, navigating them through their journey, maximising outcomes for clients and ensuring service meets its contractual outcomes
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| 1. Create and deliver training programmes to clients to improve social inclusion, increase personal awareness, improve health and wellbeing, and build self-efficacy.
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| 1. Support clients to become digitally inclusive enabling delivery of ‘live’ employability support
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| 1. Undertake employer engagement, utilising established age friendly networks and locality contacts and developing own employer engagement strategy
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| 1. Utilise resources effectively, seeking out local grants and potential employer sponsorship to add value and diversity to client offer.
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| 1. Deliver the service compliantly, in line with ISO 9001 and 27001 guidelines
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| 1. Operate with a focus on innovation and continuous improvement
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| 1. Collation of and responsibility for accuracy of required dataset in line with audit requirements.
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| 1. Ability to critically analyse, interpret and evaluate data in order to produce regular commissioner reports and recognise trends that can influence service delivery.
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| 1. Responsible for the administration of appointments, including scheduling and notifications to clients / other parties
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| 1. Responsible for the administration of all paperwork and supporting documentation to ensure that the service is fully compliant with contractual requirements
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| 1. Work in partnership with the eco-system and local networks to ensure clients are able to access mainstream/locality provision to meet their needs
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| General Work-Related Expectations |
| 1. To work within Pathways’ Values, Ethos and Vision.
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| 1. To contribute to the development of Pathways CIC
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| 1. To work in accordance with all Policies and Procedures of Pathways CIC
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| 1. To identify and attend training as required
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| 1. To work in accordance with all relevant legislation
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| 1. To undergo regular supervision and an annual appraisal
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| 1. To work across other Pathways’ projects as required
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| 1. To undertake any other duties as required, appropriate to the post
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| 1. To ensure the health and safety of yourself and others whilst at work. Safe working practices and health & safety precautions are a legal requirement. All accidents must be reported to your Line Manager and in-line with the general philosophy of Pathways CIC you must participate in accident prevention by reporting hazards and following relevant policies and procedures including moving and handling guidelines.
 |
| 1. As an accredited Investors in People (IIP) organisation, Pathways CIC does its utmost to provide effective systems for people management, and considers its staff its biggest asset. All staff have a duty to work in-line with the core values of Pathways CIC.
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| 1. Facilitate / participate in continuous professional development for yourself and other health professionals including; monthly review meetings to discuss performance in the role and delivery of the health and wellbeing; Monthly supervision; participate in professional development review to identify areas for ongoing personal and professional development; participate in training and development opportunities provided
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| 1. All employees are required to contribute to the control of risk and alert their Line Manager to incidents, near misses and weaknesses that may compromise the quality of services and security of information.
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| 1. All employees have a responsibility and a legal obligation to ensure that information processed for both the general public and staff is kept accurate, confidential, secure and in-line with the General Data Protection Regulations (GDPR 2018) and comply with Pathways CIC Information Security Policies and Procedures in-line with ISO 27001 standards.
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| 1. Working within Pathways CIC you may gain knowledge of confidential matters which may include manual/electronic personal information and staff and clients. Such information must be considered strictly confidential and must not be discussed or disclosed. Failure to observe this confidentiality will lead to disciplinary action being taken against you.
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| 1. This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.
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**Health and Safety**

All staff have a duty to ensure the health and safety of themselves and others whilst at work.  Safe working practices and health and safety precautions are a legal requirement.  All accidents must be reported to your line manager and in line with the general philosophy of Pathways CIC you must participate in accident prevention by reporting hazards and following relevant policies and procedures including moving and handling guidelines.

**People Management**

As an accredited Investors In People (IIP) organisation, Pathways CIC does its utmost to provide effective systems for people management, and considers its staff its biggest asset.

All staff have a duty to work in-line with the core values of Pathways CIC.

**Risk Management**

All employees are required to contribute to the control of risk and alert their manager to incidents, near misses and weaknesses that may compromise the quality of services and security of information

**Information Security**

All employees have a responsibility and a legal obligation to ensure that information processed for both the general public and staff is kept accurate, confidential, secure and in line with the General Data Protection Regulations (GDPR 2018) and comply with Pathways CIC Information Security Policies and Procedures in line with ISO 27001 standards.

**Confidentiality**

Working within Pathways CIC you may gain knowledge of confidential matters which may include manual/electronic personal information about staff and clients.  Such information must be considered strictly confidential and must not be discussed or disclosed.  Failure to observe this confidentiality will lead to disciplinary action being taken against you.

***\*This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development***

# Person Specification

# Wellbeing Educator

The successful candidate should demonstrate how they meet the following points.

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|  | **Essential/ Desirable** | **Method of Assessment** |
| **1. Employment Experience**  |  |  |
| * 1. Demonstrable experience of networking / building effective relationships
 | Essential | A, I |
| * 1. Experience of creating and implementing engagement strategies / plans
 | Essential | A, I |
| * 1. Experience managing own time and a caseload of clients effectively.
 | Essential  | A, I |
| * 1. Experience of understanding of monitoring and evaluation techniques
 | Essential | A, I |
| * 1. Demonstrable experience of working and consistently achieving/over achieving performance targets
 | Essential | A, I |
| * 1. Experience working in partnership with other agencies.
 | Essential | A, I |
| * 1. Experience of supporting unemployed clients with health conditions into employment, education, training
 | Essential | A, I |
| * 1. Experience of working within health and social care environments
 | Desirable | A, I |
| **2. Educational Background/Training**  |  |  |
| 2.1 At least 5 GCSEs at Grade C or above, (or equivalent) including English and Maths | Essential | A, I |
| 2.2 At least one years’ experience working in an employment or health-related environment  | Essential | A, I |
| 2.3 Evidence of continuous professional development.  | Essential | A, I |
| 1. **Knowledge**
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| * 1. Knowledge of disadvantaged groups such as - People with health conditions

- Long term unemployed- those from areas of high deprivation  | Essential  | A, I |
| * 1. Knowledge of Health, Work, Vocational Rehabilitation and Wellbeing principles
 | Essential | A, I |
| * 1. Able to demonstrate an understanding of the complexity of the people in this client group and the barriers which they face.
 | Essential  | A, I |
| Skills  |  |  |
| * 1. Excellent interpersonal skills with the ability to communicate complex, and sensitive information
 | Essential | A, I |
| * 1. Excellent influencing skills to promote commitment and action
 | Essential | A, I |
| * 1. Excellent written skills and the ability to produce professional reports
 | Essential  | A, I |
| * 1. Excellent organisational skills and ability to prioritise own workload to meet specified deadlines
 | Essential | A, I |
| * 1. Aware and committed to professional and ethical issues in health and social care. Knowledge of relevant legislation for client group.
 | Essential | A, I |
| * 1. Ability to work on own initiative, to problem solve and prioritise to meet required deadlines
 | Essential | A, I |
| * 1. Ability to network effectively and build positive relationships
 | Essential | A, I |
| * 1. Ability to collate and analyse complex data
 | Essential  | A, I |
| * 1. Ability to listen to clients with empathy and support them using a strength based, person centred approach
 | Essential  | A, I |
| * 1. Ability to build rapport with primary care health professionals and clients
 | Essential | A, I |
| * 1. Customer focused with a strong commitment to customer care
 | Essential | A, I |
| * 1. Strong team player with a positive, flexible approach to both work and colleagues
 | Essential | A, I |
| * 1. Creative problem-solving skills and a positive approach to challenging and overcoming barriers to achievement of targets
 | Essential | A, I |
| * 1. Good all-round communication, IT and report writing skills
 | Essential | A, I |
| 4.15 IT agility - experience of utilising multiple systems and IT packages efficiently to manage caseload, communicate, record client data etc | Essential | A, I |
| 1. **Personal**
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| * 1. Commitment to working with the Pathways CIC values
 | Essential  | A, I |
| * 1. Understanding of and commitment to equality and diversity
 | Essential  | A, I |
| * 1. Commitment to ongoing professional development
 | Essential  | A, I |
| * 1. Commitment to equal opportunities
 | Essential  | A, I |
| * 1. Able to work flexible hours according to the needs of the service
 | Essential | A, I |
| * 1. Able to meet the travel requirements of the post / full UK driving licence
 | Essential | A, I |

**Key - Method of Assessment**

**A = Application Form**

**I = Interview**

**T = Test**