

Job Title:	Wellbeing Advisor Team Leader
Reports to (job title):	Wellbeing Hub Manager
Line Manager to:	Wellbeing Advisors / Administrators

## Job purpose

At HCRG Care Group our approach to delivering healthcare service is innovative, refreshing and above all caring. We are committed to putting people's care first and we are looking for dedicated professionals who share our values and our passion for delivering quality care.

Based in our Wellbeing Hub at our Care Coordination Centre in Peasedown St John, Bath and North East Somerset you will lead a team of wellbeing advisors who are responsible for supporting people who access the Wellbeing Service to improve their health and wellbeing e.g., stopping smoking, healthier weight, diabetes education, physical activity, housing, welfare, food etc. This involves prioritising complex, multiple workstreams for yourself and for the Wellbeing Advisors on a day-to-day basis to ensure that phone calls, referrals and other essential wellbeing systems are being managed effectively and in a timely manner to ensure excellent customer service.

The Wellbeing Advisor team Leader role is expected to make a significant and positive contribution to staff health and wellbeing by supporting staff to have the confidence, skills, and knowledge to perform their roles well. This will involve regular training, one-to-one coaching and team building work.

You will also work closely with the Wellbeing Hub Manager to support them with the development and promotion of the Wellbeing Hub to improve its accessibility to the public via primary care, secondary care and third sector organisations.

## Base

Unit 2, The Office Village, Roman Way, Bath Business Park, Peasedown St John, BA2 8SQ

## Key Responsibilities

### Managing the Team

- Line-manage a team of wellbeing advisors
- Manage the wellbeing advisors various workstreams, share out responsibilities and discuss progress on a day-to-day basis through daily team briefings in-person and via Microsoft Teams
- Work with the team providing phone support, inputting referrals, and managing systems on a day-to-day basis
- Support the team to provide excellent customer service to the public and to health professionals
- Proactively support staff health and wellbeing by understanding what is important to them and taking action to make improvements
- Provide one-to-one supervision, coaching and wellbeing conversations on a regular basis
- Provide team building activities to support team cohesion and achieve high levels of morale
- Allocate work to team members to ensure that all phone calls, referrals, systems administration is made in a timely manner
- Manage team rosters, ensuring that the Wellbeing Hub has adequate staffing levels at all time
- Support team and multi-disciplinary team meetings
- Raise any risks / Incidents with the manager promptly and support the team to do the same

### Supporting the Manager

- Support the manager with the review and development of the Wellbeing Hub standard operating procedures
- Support the manager with the development of process mapping to provide clarity and consistency for all staff across all the Wellbeing Hub processes
- Support the manager with any audits that need to be undertaken such as record keeping
- Provide a first point of contact for escalation of queries, compliments, and complaints for the Wellbeing Hub professionally and promptly
- Support the manager to recruit and induct new staff

## Systems / Data

- Maintain data quality, ensuring that all Information Is promptly and accurately recorded
- Comply with the General Data Protection Regulation (GDPR) to ensure that we use, process and store data fairly, lawfully, and transparently and support your team to do the same
- Keep up to date with all mandatory training such as Information governance and safeguarding

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> <li>• Inspire</li> <li>• Understand</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Challenge</li> <li>• Improve</li> <li>• Learn</li> </ul>	<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Involve</li> <li>• Resilience</li> </ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution

and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential	Desirable
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>Formal qualification in customer service and/ or health and wellbeing, leadership, management, or other appropriate transferable qualification</li> </ul> <p><b>Relevant Experience:</b></p> <ul style="list-style-type: none"> <li>Previous experience of managing a team</li> <li>Experience Interacting with people / customers</li> <li>Experience of using multiple IT / clinical systems</li> <li>Professional telephone experience</li> <li>Experience working to targets</li> </ul> <p><b>Skills &amp; Attributes:</b></p> <ul style="list-style-type: none"> <li>Excellent customer service skills</li> <li>Excellent communication skills and the ability to liaise between a team and a manager and with people at all levels</li> <li>Excellent organisational abilities</li> <li>Ability to communicate effectively, both in writing and verbally</li> </ul>	<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>A demonstrable understanding of healthy lifestyle and behaviour change</li> <li>A demonstrable understanding of working in the health / social care sector</li> <li>A demonstrable knowledge of General Data Protection Regulation (GDPR)</li> </ul>

Employee signature

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Manager signature

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