

Job Description

Job Title:	Equality and Engagement Lead, Wiltshire
Reports to (job title):	Professional Lead Public Health Nursing
Line Manager to:	Young Community Engagement Leads

Job purpose

The key purpose of this role is to support building relationships and networks across Wiltshire communities and groups to identify health inequalities and to work with local communities, Public Health Nurse Led teams and wider system partners to reduce the impact of the inequalities.

The role will support increasing service user and local community involvement in the development of services and in establishing open and inclusive feedback mechanisms for the Wiltshire Child and Family Wellbeing Service increasing coproduction.

Base

One Equality and Engagement Lead will be based from each of the three Wiltshire hubs working with a focus in this community:

- High Post Salisbury
- Greenways Chippenham
- Derby Court Trowbridge

This post is responsible for

The Equality and Engagement Lead will develop a strong understanding of the challenges for underserved communities within Wiltshire including those for people with protected characteristics including the Gypsy, Roma Traveller, Boater and Nomadic (GRTBN) communities, the military community and those who are affected by isolation, rurality and complex health needs including Special Educational Needs (SEND).

The Equality and Engagement Leads will work within communities to build community capacity and resilience locally working with partners to support improving health outcomes for CYP and their families and to impact on health within communities in the long term.

The Equality and Engagement Leads will provide evidence-based information to support the development of effective and sensitive health promotion, education and advice programmes targeted in local communities and groups across Wiltshire.

The Equality and Engagement Leads will manage their own workload working within the objectives of the Wiltshire Child and Family Wellbeing Service transformation workplans.

The Equality and Engagement Leads will support the development of guidance and information to support Public Health Nurse led teams to be able to recognise and to respond to health inequalities and to improve access to services for underserved communities and the ability for services to better respond to communities' local needs.

The Equality and Engagement Leads will manage and support the development of the Young Community Engagement Leads to ensure these colleagues are able to build skills in working with communities and groups to gain timely and inclusive feedback about their experiences using our service.

The Equality and Engagement Leads will allocate work and functions to the Young Engagement Leads to support delivery of the service transformation plan.

The Equality and Engagement Leads will lead collection of feedback from service users across all communities through the relationships built with local communities, groups and partners.

Job Description

The Equality and Engagement Leads will collate feedback gained from services, complaints and compliments and from surveys and FFT to identify themes and areas for improvement and service development.

The Equality and Engagement Leads will work with partners, the service and the data and performance teams to review feedback and data and to produce reports as required.

The Equality and Engagement Leads will complete service user centred journey mapping workshops alongside the Young Engagement Leads. This work will then support service development and co-production moving forward.

The Equality and Engagement Leads will utilise a trauma informed approach and ensure that approaches are aligned with Five to Thrive ensuring that services are utilising culturally sensitive, accessible materials and approaches.

Key responsibilities

- To build effective relationships and networks across Wiltshire's underserved communities, system partners and the Wiltshire Child and Family Wellbeing Service.
- To communicate effectively across partners, communities, services users and agencies to effectively establish and deliver the role.
- To support better access and inclusion for underserved communities promoting access to services that are sensitive and responsive to specific communities needs helping to improve health outcomes.
- To collect and analyse data and information from multiple services and sources to develop options for service development and to produce reports as required.
- To ensure all activity is underpinned with a trauma informed approach ensuring compliance with Working Together to Safeguard Children 2023.
- Support intentional inclusivity and cultural sensitivity by providing and supporting the development of culturally appropriate and accessible tools and resources.
- To develop forums to collect service user feedback and reviewing this to identify themes for service development.
- To manage the Young Engagement Lead roles and support the development of colleagues into wider health and care roles.
- Build Community Resilience and Social Capacity.
- To lead on the promotion of cultural sensitivity and inclusion across the Public Health Nursing Workforce.
- To update the service regularly with progress and establish and deliver training requirements.
- To consider the digital service offer and how we can work to reduce and remove any barriers to access.

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 do not 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 are only three, but because they are unique to who we are. We care, we think, and we do.

Care

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

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 1998 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 with 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 knowledge base.

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

- **Specialist Community Public Health Nursing qualification (degree or post graduate level or equivalent).**
- **Current NMC registration on third part of the register.**
- **Highly developed communication skills including the ability to provide and receive highly complex Information enabling partners to access the information.**
- **Experience in leading and working within public health nurse led teams.**
- **Experience of working with communities and service users to build positive networks and community capacity.**
- **Experience in leading interventions to improve outcomes and safeguard children and families.**
- **Skills for assessing health needs at Individual, group and community levels and planning options for action to reduce the impact of inequalities.**
- **Ability to plan and manage own workload from overarching service transformation plan.**
- **Ability to analyse Information and produce reports.**
- **Qualification in practice supervising/assessing for nurse learners.**
- **Working knowledge of public health tools and programmes used to improve outcomes for children.**
- **Ability to travel at work across Wiltshire and within rural localities.**
- **Ability to work with electronic health records and with IT systems.**

Desirable

- **Experience of working within or leading inclusion and diversity work.**

Job Description

- **Training In trauma informed and resilience-based approaches.**
- **Experience in line management and developing teams.**
- **Experience of working with wider multiagency partners.**
- **Experience of working to project briefs, managing challenges and meeting deadlines.**

Employee signature

Manager signature
