

### Job description

Job Title	Community Emotional Health & Wellbeing Worker
Department	Healthy Minds
Hours	37.5 hours per week
Band	£11.15 per hour Salary £21748 annual
Responsible to	Team Leader for the project

#### Job Summary

Community Emotional Health and Well-being Workers are new roles created as part of Calderdale's ambition to change how mental health services work across the borough.

As part of a neighbourhood-based team, the EHWB workers will be recruited from and work within particular areas. They will become a known and trusted point of contact for households, building relationships so that people know where to turn if they need advice, information or support about their health or social needs.

EHWB workers will be out in their communities, checking in with people regularly to offer support in a variety of ways. They will work with people in households to find out their needs and help them find the best solutions. A day's work might involve a friendly chat so that someone feels less alone, advising someone on support for long-term health conditions, assisting someone to contact their housing provider – and much else besides. People in communities may seek the EHWB worker's assistance on all sorts of things that affect their emotional health and wellbeing – this may, at times, be a challenging role, with some distressing situations. The worker's role is to help guide them through, connect them with specialist help where needed, and become their port of call so that nobody has to cope alone.

#### Main Duties and Responsibilities

Monthly household visits (or more frequent if the household need requires it) within a defined geographical area (up to a maximum of 200 households within defined Output Areas) to understand and promote the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.

#### Navigational

- To support people in households to find their way round the health and social care system and access the appropriate services for their needs
- Signpost and refer into to other existing community services
- Reducing social isolation through connections to local support and services.

### Support

- Develop meaningful relationships with people in the local community.
- Offer empathetic listening and emotional support.  
To have conversations about health and wellbeing including problem solving and goal setting.
- To build and use local networks and resources to support individuals.

### Educational

- To provide people with information that helps them make choices around health for themselves and their families
- Provide lifestyle advice that supports emotional wellbeing and mental health, such as smoking cessation, alcohol consumption, healthy diet and physical exercise
- Provide up-to-date messaging on vaccinations such as COVID19 immunization, testing and social distancing measures

### Clinical

- To identify factors that contribute to ill health and health seeking behaviour within a household (such as managing chronic disease, substance abuse, housing, employment and financial needs) and play an active role in resolving these through linkage into the health, community and social care system.

### Record keeping and Research

- Keep digital records that reflect household and community need and progress electronically that will be linked to the clinical system used by General Practice
- Compliment GP records with the collected community outreach data
- Contribute your work and findings to the local GP and multidisciplinary team
- To maintain confidentiality

### Community Engagement

- To take part in community events to ensure people have a say in design and delivery of all services
- Facilitate networks within communities to strengthen sources of informal support
- Identify and advocate for the needs of individuals and the community by liaising between the health, social care, and community services
- Identify local community strengths and promote a community-based prevention agenda

Additional requirements in keeping with provided mandatory training:

**Professionalism:** The post holder must provide high quality communication irrespective of race, gender, and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice.

**Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to people during the course of 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 their responsibility in respect of the councils and General Practice lone working policies.

**Risk Management:** To ensure that Healthy Minds protocol for managing risk and ensuring your own personal safety is adhered to.

### Personal Specification

#### Qualifications

The knowledge and skills listed below may be acquired through various types of education, training or experience.

Minimum requirements:  
Basic computer skills

Desirable additional requirements:  
Community based experience providing advocacy and support which has included public contact  
Completion of a higher education certificate or diploma which has included public contact through internship, volunteer experience, or other experience.

#### Knowledge, Skills and Qualities

##### **Essential**

Knowledge of local community agencies, services and resources (essential)

Knowledge of local community demographics and culture (essential)

Strong interpersonal and communication skills (essential)

Social perceptiveness and observational skills (essential)

Good problem-solving with creative thinking (essential)

Positivity and enthusiasm for improving the local community (essential)

Relationship building, including initiating, developing, renewing and sustaining community connections. (essential)

The ability to work effectively with a wide range of teams in a diverse community (essential).

Self-awareness and resilience (essential)

Commitment to advocate for social changes that promote the health and well-being of the local community (essential)

The ability to complete basic data entry and documentation of visits (essential)

Strong time management skills (essential)

### **Desirable**

Knowledge of basic health promotion and protection (desirable)

Knowledge of the NHS and broader services (desirable)

Basic understanding of child development (desirable)

Knowledge of local languages (desirable)

### **Benefits**

A comprehensive induction and training programme will be provided as well as ongoing, on-the-job, professional development through weekly meetings in the primary care and community setting with a range of other staff.

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

Debrief and reflective sessions with supervisor (regular meetings with direct line manager, colleagues, and their team)

Will benefit from the experience and support of the Healthy Minds wider teams, GP practices and other local networks.  
Being a valued part of the local community.