

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



Moving On
Tyne & Wear



JOB DESCRIPTION

JOB TITLE:	Health Pathways Officer – Employment Support Coach
REPORTS TO:	Project Manager - MOTW
RESPONSIBLE FOR:	Volunteers, placements
LOCATION:	Tyne and Wear (Sunderland, South Tyneside, Newcastle, Gateshead)
PRIORITY CONTACTS:	Employers, Partners, Participants
SALARY:	Circa £22,938 per annum

JOB SUMMARY

As the Health Pathways Officer, you will support Moving On Tyne & Wear participants with LLDD and autism to move towards training and employment. Working in a small innovation partnership, the role will offer one-to-one support to help participants overcome the health barriers that prevent them from progressing. The role will secure participants and also work with employers to create opportunities.

You will lead activity and work in partnership with other providers to tailor packages of support suited to individual's needs. This will allow them to better manage their conditions and move towards, or into, employment. Working closely with participants, the Pathways role will be responsible for supporting them through every stage of their journey, addressing barriers preventing engagement and introducing activities to support progression.

The role is fully funded by The National Lottery Community Fund and European Social Fund. Working in partnership with 13 voluntary and community sector delivery partners, MOTW will support 1620 people, whose main barrier to employment is health, to progress towards the job market.

KEY TASKS

Service Delivery & Outcomes:

- Work with referral partners to promote Moving On Tyne & Wear and the Pathways project to the targeted participants
- Be responsible for supporting participants and carrying out personalised action planning to remove health barriers to progression.
- To promote good mental and physical health and wellbeing, and encourage and support activities which develop healthy lifestyles.
- Support holistic health assessments with all participants.
- Develop with participants an action plan with clear goals, identified barriers, and measures to overcome these barriers.
- Regularly review the progress of participants using the Outcome Star Tool.
- Manage a participant caseload and review ongoing progress, liaising closely with the full range of specialist partners as appropriate.
- To deliver specific initiatives to remove health barriers in partnership with innovation partners.
- Work in partnership and carry out joint key working in order to achieve improved outcomes
- Support participants to access resources and services to increase their employability to help them achieve their goals
- Provide information, advice, and guidance and support participants with job search, application/CV writing, and appropriate mock interviews.
- Promote volunteering opportunities through partners, as a stepping stone to employment and training.
- Identify and secure appropriate employment and training opportunities for designated participants.
- Promote participants to employers and assist in the placement of participants into jobs.
- Promote participants to colleges and training providers and assist in the placement of participants into further education and training.
- Provide ongoing support to participants once they have been placed into employment to ensure sustainability.
- Meet agreed performance targets.
- Present a professional image of Moving On Tyne & Wear at all times.
- Ensure that all project recordings and management information systems are adhered to and kept in place.
- Integrate, share knowledge, and spread best practice with other staff and partners within the Moving On Tyne & Wear programme.
- Maintain participant confidentiality at all times.
- Be prepared to work creatively and flexibly, which may occasionally include evening and weekend work.
- Work as part of a team, attend team meetings, and participate in staff training and development.
- Assist in the implementation of administrative and financial control systems.
- Work within the organisation's policies and practices.

Communication

- Actively contribute to a culture of positive communication.
- Actively participate in departmental communications
- Ensure effective written, verbal, and IT communication, both within Moving On Tyne & Wear and Groundwork NE and Cumbria.

Creativity and innovation

- Willing to come up with ideas and suggestions for new ways of working that will ultimately improve overall performance and service delivery.
- Receptive to new ideas put forward by managers and peers.
- Positive about change and organisational developments.

Contacts and relationships

- Positively engage with colleagues and act as an advocate for the organisation.
- Demonstrate a willingness to support and help others.
- Have an open and friendly persona, develop positive relationships.
- Demonstrate compassion, empathy, and understanding with contacts.
- Treat all people with respect and dignity, dealing with them fairly.

Decision-making

- Gather, verify, and assess all appropriate and available information to gain an accurate understanding of the situation.
- Seek advice and direction where necessary from supervision, involving decisions that may involve an element of risk.
- Act in a manner consistent with the values of the organisation.

Planning and organising

- Maintain and organise workload to ensure effective prioritisation and delivery of objectives.
- Demonstrate effective time management.
- Get planned work completed within daily deadlines.

Financial Management

- Effectively manage resources within your control.

Personal development

- To engage in supervision, training and personal development arranged through Moving On Tyne & Wear, Groundwork NE and Cumbria, Mental Health Concern, or other appropriate providers.

Organisational culture

Support an organisational culture that values:

- Compassion and hopefulness
- Being open and friendly
- Inclusivity and fairness
- Experience and expertise
- Hard work, creativity and innovation
- Going the extra mile with people to achieve the right outcomes

Information governance

- Comply with information governance training as laid out in the Initial IG Induction Training and Second Stage Governance Induction Training documents, which include training on information

security responsibilities, encryption, home working, and remote access where applicable, as well as records management and information quality responsibilities.

Risk management

- Identify potential risks faced by the organisation and propose measures to mitigate.

Health and wellbeing

- Take responsibility for own health and wellbeing.
- Maintain an awareness of the organisation's staff wellbeing strategy
- Contribute to the promotion of staff wellbeing within the organisation.

Health and safety

- Develop and maintain a working knowledge of health and safety policies and procedures.
- Take all practical steps to ensure your own personal health and safety at work, and the health and safety of those you work with.

Equality and diversity

- Act in ways that support equality and value diversity.
- Help to develop and maintain an organisational culture that supports equality and diversity.

Estates and facilities

- Monitor, and where possible, maintain and improve environments to ensure they are fit for purpose and protect the organisation's reputation.

Confidentiality

- The post holder must maintain the confidentiality of information about clients, staff, and Moving On Tyne & Wear in accordance with the Data Protection Act 1998 and Caldicott principles.

Leadership and management (additional responsibilities subject to selection process)

- Provide clear and positive leadership to staff, ensuring that the service has a highly-skilled, flexible, and motivated staff team.
- Provide line management support to staff team, delegating appropriate responsibility and authority to the level of staff within his/her control consistent with effective decision making whilst retaining responsibility and accountability for results.
- Link with appropriate statutory and voluntary services, both mainstream and specialist, as a means of promoting work, education, and leisure opportunities for people with health barriers to employment.
- Ensure robust risk, personal safety, and information-sharing processes are in place and adhered to by the staff team.
- Ensure that the service meets all relevant quality standards.
- Ensure good communication systems are in place within the service.
- Ensure good support and supervision systems are in place and adhered to.
- Ensure appropriate statutory training levels are maintained.

Other

- Undertake any reasonable duties/responsibilities to meet the needs of the organisation

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the main areas involved. It will be subject to review and amendment in the light of developing service needs and all post holders are expected to undertake any reasonable duties/responsibilities to meet the needs of Moving On Tyne & Wear.

Additional Requirements:

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout
- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.