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|  | JOB DESCRIPTION | **Form****JD1** |
| **JOB TITLE:** Community Health Champion Programme Manager | **POST NUMBER:**  |
| **Reports to:** | Community Sports Development Manager |
| **Department:** ASC Commissioning and Contracts – Early Intervention, Prevention and Community Development | **Grade:** 8 |
| **JE REF**: | 4256 | **PANEL DATE**: | 24/09/2019 |
| **1.** | MAIN PURPOSE OF JOB: |
|  | The post holder will have strategic and operational oversight for leading the delivery of the Community Health Champions programme. This forms a part of the transformational Adult Social Care ‘community operating model’ which recognises the role of social action and co-design of asset based approaches to deliver health and wellbeing outcomes and address health inequalities for citizens in line with the Council’s Health and Wellbeing Strategy and Sport and Physical Activity Strategy. You will work alongside colleagues from the NHS, CCG, Social Care, Sport England, Universities, Voluntary and Community Sectors and wider system in the development of community solutions when considering health and social care & support needs. |
| **2.** | **CORE RESPONSIBILTIES, KEY TASKS & DUTIES:** |
|  | Lead the delivery of the externally funded Community Health Champion programme and align wider social action programmes within and beyond the Council. |
|  | Build effective partnerships and working relationships with a wide range of colleagues and partners. This will include working in multi-disciplinary settings, preparing appropriate reports, making presentations and contributing to the development of appropriate initiatives and effective policy and practice. |
|  | Inspire and mobilse action in volunteers and wider system actors to develop and co-ordinate a range of physical activity and sport opportunities for the target groups by building on existing opportunities and developing new programmes, opportunities and networks. |
|  | Develop a range of targeted ‘impact volunteering’ interventions in order to increase the participation of individuals, groups and communities recognised as having low levels of participation in physical activity. |
|  | Complementing the work of the Sport and Active Leisure service the post holder will develop inclusive physical activity and sport initiatives in York in line with local, regional and national strategies and plans. |
|  | Leadership of community centred approaches to building health and wellbeing.  |
|  | Support local workplace and community settings to implement practical physical activity opportunities, including low cost and no cost opportunities, e.g. linking people to place reflecting DCMS national Civil Society Strategy policy thinking on social action and social value. |
|  | Informed by action learning, lead the design of an evidence based suite of performance measures reflecting the role of social action in health and wellbeing. |
|  | Work closely with local communities and residents groups, particularly those in the disadvantaged areas of the city to ensure that those most in need are receiving the targeted services. |
|  | Work closely with key local partners DCMS, Universities, Active York, North Yorkshire Sport, GLL, NHS, community groups, local leisure and sports facilities, 3rd sector organisations and free-lance instructors to ensure opportunities are complimentary and linked to other existing programmes. |
|  | Co-ordinate the marketing and promotion of the health champions programme and linked community centred approaches to health and wellbeing. |
|  | Engage with a variety of community groups, including older people’s forums and faith groups etc. through talks, presentations and displays to raise awareness of the benefits of social action, physical activity and develop bespoke programmes to encourage increased participation. |
|  | Deliver, when required, physical activity, training, coaching and mentoring sessions  |
|  | Assist with managing and monitoring of income and expenditure, including the collection of monies, fees and charges.  |
|  | Build up and maintain knowledge of local groups, organisations and contacts within the community. |
|  | Ensure that all activity sessions provided are risk assessed and that any delivery of sessions comply with all relevant Health and Safety Regulations. |
|  | Contribute to asset mapping of local areas in order to signpost and/or refer clients appropriately. |
|  | Contribute to the development and monitoring of pathways into a range of other services. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE:****Direct:** None.**Indirect:** Management and supervision of up to 75 volunteer health champions. The post holder will need to have an awareness of management and leadership style, to inspire continuous improvement in volunteers and colleagues alongside use of formal management processes including supervision, mentoring, champion network meetings.Champions adopt person centred approaches and peer leadership to support individuals within a local community to make lifestyle changes that will improve their physical health, mental wellbeing and social outcomes. |
| **4.** | **CREATIVITY & INNOVATION:**A high level of creativity and innovation is required at the individual, family, community and systems levels, including supporting creative, innovative, sustainable local responses to aspirations and needs.Creativity is necessary in supporting individuals to identify their own strengths, needs and aspirations, their vision for the future and a way of getting there, utilising and nurturing natural community supports and resources. These are key elements of the Health Champion role, reflecting self-agency and action. The post holder will have skills in identifying, connecting with and nurturing existing innovative, natural community responses, alongside supporting local communities and innovators to develop new natural (non-service) resources and opportunities.The post holder will need to be flexible and creative to meet the needs of the target population, to increase engagement of under-served groups and those who experience inequalities.Post holder is required to work with their line manager and to identify and develop innovation in health and social care and proactive proposals for new projects. This will require their input to the sourcing of external funding and project and community initiatives.The post holder is given responsibility and flexibility to respond individually to these challenges as long as they are within budget, policy constraints and standards of service set by their line manager. |
| **5.** | **CONTACTS & RELATIONSHIPS:**The post holder will have day to day contact with managers and officers within the Service.The post holder will need to be able to work sensitively with a range of communities and individuals, including those experiencing social isolation and who may be experiencing worse wellbeing outcomes than the general population.The post holder will be responsible for the development and maintenance of strong, positive working relationships with the following:**External to the Health, Housing and Adult Social Care Directorate:** * Third sector, community and faith groups, and organisations, the Council for Voluntary Service and independent service providers
* Other Council directorates / departments, feeding in local intelligence to inform corporate and directorate decisions.
* Public Sector Partners including the Clinical Commissioning Group (CCG)
* Elected members
* Colleagues in other Authorities and relevant networks.
* Key local community activists.
* Representing the council, being the face of the council to a range of customers and local and regional forums.
* Attending and contributing to Ward teams and Ward Committees.
* National Government Departments and funders including DCMS, Sport England, Local Government Association.
* Regional bodies including North Yorkshire Sport, National Sporting Governing Bodies
* National infrastructure bodies for the Voluntary, Community and Social Enterprise including National Council for Voluntary Organisations, Volunteering Matters, Good Gym, Shared Lives Plus, Sport England, Cities of Service, Think Local Act Personal
* Staff with policy, planning, contracting, information, data collection, monitoring, financial and funding responsibilities.
* A wide and diverse range of people facing inequalities in society including, disabled people and people with mental health needs (children and adults), older people, families and carers and their local communities

**Internal to the Health, Housing and Adult Social Care Directorate:** * Public Health Team
* Social Work Teams
* Service providers
* Communities and Equalities Team
* Senior Managers and Commissioners

Working directly with individuals and families, the work has significant implications for the well-being of individuals, their families and wider connections. Sensitivity, persuasiveness, negotiation and assertiveness skills are required to communicate with diverse audiences. Ability to build trust and confidence with people supported representative groups/organisations. Maintains good working relationships with other professionals, using tact and discretion whilst challenging the decisions and processes of other statutory agencies to improve outcomes for individuals.In fulfilling this role the post holder may be called on to support a wide range of partner and community assets, including the ability to influence people above their current grade. |
| **6.** | **DECISIONS – discretion & consequences:*** Has discretion to take a lead role in forming a relationship with a potentially vulnerable person, helping them to identify their goals and ways to achieve them. In doing so the consequences of their actions will directly impact on the outcomes for an individual and their community.
* Able to set goals, manage own work and competing priorities, using initiative and exercising judgment.
* The post holder will contribute to operational service plans by advising their line manager on issues relating to their area. Their input is welcomed and valued by the senior management team in guiding the progress of the service.
* On a day to day basis the post holder is responsible for making decisions, interpreting requests and information sources and making decisions in their citizen and community engagement practice as well as within their agreed project portfolio.
* Some programme planning decisions will be made collectively within team planning processes and with the support of their line manager. However, the post holder will be required to work utilising own initiative and respond to immediate issues and working to a mixture of fixed guidelines e.g. risk assessments, quality assurance. They will have the flexibility to set their own procedures for working e.g. strategic and policy development, session planning and diary management.
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| **7.** | **RESOURCES – financial & equipment:**Responsibility for the handling, proper use and safekeeping of a range of equipment for events, presentations and teaching resources including laptop, projector, flipchart, pop-ups and display boards.Equipment for mobile, remote working within various community settings – tablet and mobile phone or similar.Appropriate use of lone working aids (safeguarding workforce). |
| **8.** | WORK ENVIRONMENT – work demands, physical demands, working conditions & work context:**Work demands** You will work to frequent deadlines. Many of these are generated by long term projects, however it is expected that some short term deadlines will need to be accommodated in your planning processes. You will have to be able to prioritise working practice against these deadlines with input from your line manager.**Physical demands**You will be required to participate in physically active work, for example moving and handling of equipment. Physical fitness is essential for the delivery aspects of the role. You will also be required to use a range of IT and health testing equipment. The role will require travel to venues across the city. **Work conditions**You will regularly work in a mixture of environments. Office based and also hosting 1-2-1 and group sessions with clients in various community settings.**Work context**You will generally experience a positive working environment. However, there may be occasional exposure to distressing or emotional circumstances. |
| **9.** | **KNOWLEDGE & SKILLS:**Educated to the equivalent of degree level in a physical activity or sport related field or the ability to demonstrate equivalent experience and ongoing professional development.Having an understanding of the basic principles between physical activity and physical and mental health and wellbeing Experience of developing, coordinating and promoting physical activity programmes in a community environmentAdditionally it is essential that post holders can demonstrate the following skills and attributes: * Able to work with a high degree of autonomy to set goals and manage a variety of tasks and competing priorities.
* Able to think strategically, analysing issues and supporting others to reach creative solutions.
* Project management and delivery skills
* Understanding of Cities of Service ‘impact volunteering’ model
* Motivational interviewing, coaching skills
* Ability to inspire and mobilise citizens to encourage action and agency, reflecting ‘Good Help’ and ‘Human Centred Design’ practice
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|  | * Able to identify opportunities and gaps in local communities and work to develop more welcoming and inclusive communities
* Skills and experience in managing and supporting change
* Able to record and present complex issues in a clear and concise manner
* Public speaking and presentation skills at national conference level
* Work effectively with colleagues and members of the community in a supporting capacity
* Able to work in partnership with other agencies
* Ability to support and motivate individuals
* Have strong interpersonal and networking skills
* Ability to communicate effectively with a variety of audiences, at both senior leadership team and operational levels, both written and verbal
* Ability to handle sensitive information confidentially
* Able to think creatively and encourage others to do so
* Ability to research complex qualitative and quantitative data to inform development of performance reports
* Model a professional approach and positive attitude in the work environment
* Good organisation skills and ability to manage own work load
* Make sound judgements and decisions under pressure
* Demonstrate a good level of information technology skills

You are required to be fit for the delivery aspects of the work, have the flexibility to work evenings and weekends where the work demands and be able to able to travel independently.**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2** - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read. |
| **10.** | **Position of Job in Organisation Structure:** |
|  | Head of Commissioning (Early Intervention, Prevention and Community Development)Community Sport Development Manager This postCommunity Sport Development Officer x 2 |