**Job Description**

|  |  |
| --- | --- |
| **Job title** | Live Life Well Support Officer |
| **Grade** | Grade 4 (£22,183 to £24,491) |
| **Service/Team** | Public Health and Joint Commissioning |
| **Reports to** | Public Health Practitioner |
| **Accountable to** | Executive Director Public Health & Integrated Commissioning |
| **Main purpose of role** | The post holder will coordinate the day to day operational  delivery of the Live Life Well hub, raising awareness of public health services which supports the wellbeing of Sunderland residents via the Live Life Well hub.    The postholder will provide confidential programme  management support to the public health team, delivering on an agreed range of objectives and support to an agreed range of public health programmes which focus on improving access to health information and reducing health inequalities across the life course. |
| **Key responsibilities** | The post holder will play a key role in the coordination and ongoing development of the Live Life Well hub functions providing effective, confidential advice and signposting  support to the public, providers and partners on a day to day basis.    The post holder will support the public health team and  contribute to the delivery of key elements of the Council’s public health vision and City Plan, implementing, monitoring and supporting key public health programmes to reduce health inequalities and improve health and wellbeing. Through this the role will make a substantial contribution to improving the health and wellbeing of the population of  Sunderland. |
| **Key tasks** | The following list is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.  The post holder will:   * Conduct brief interventions with individuals who contact the Live Life Well hub to help them engage in heathy living opportunities that are appropriate to their needs including the promotion of 5 ways to wellbeing. * Communicate with a range of people through different modes of access including; website, social media,   telephone, email and online access.   * Refer and signpost individuals to other services, for   example stop smoking service providers, sexual health services, drug and alcohol services, NHS Health Checks and a range of Council services.   * Ensure client satisfaction and confidentiality is maintained throughout the Live Life Well hub and any training provided via through the Live Life Well Hub. * Maintain and update the content on the Live Life Well   website this includes the general content as well as all the public health commissioned services and programmes.   * Monitoring and responding to external and internal e-mail queries via the Live Life Well/ Health Champion email   inbox and take appropriate action as a result of the  enquiry; monitor and prioritise e-mails taking action where necessary and highlighting any urgent communications.   * Support public health capacity building and workforce   development in the development and delivery of public health programmes.   * Provide programme management support to the public health team * Provide support to invoicing and payment processes   associated with public health team, and they are dealt with in line with the Council’s Standing Financial Instructions   * Work alongside the public health communication lead in the disseminate and ordering of local, regional and   national resources   * Procurement of print and resources for the public health team, ordering and distribution of resources * Develop and maintain a range of databases to monitor   activity through the Live Life Well Hub and Sunderland Health Champion Training Programme and is compliant with GDPR   * Coordinate the promotion of public health training to   increase awareness and uptake   * Register new individuals on the relevant database   ensuring data is retrieved and accurately fed to other  systems within the service.   * Maintain data protection regulations and take responsibility for typing, storing and distributing, confidential and   sensitive correspondence.   * Maintain filing systems and office systems both manual and computerised ensuring efficient collation, storage and retrieval of information. * Organise venues, refreshments, equipment and collate training packs/ event packs for training and public health events. * Write and contribute to routine reports summarising and disseminating their findings. * Undertake such personal training and development as may be deemed necessary to meet the duties and   responsibilities of the post and to contribute to the  development of the public health team and wider public health workforce by contributing to CPD, teaching and training.  The above list is typical of the duties the post holder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time. |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council. |