



Role Profile

SWINDON
BOROUGH COUNCIL

Job Title: Live Well Project Support Officer	Role Profile Number: SBC_11669
Grade: L Salary:	Date Prepared: Updated Jan 2023
Directorate/Group: Adults, Housing and Health Health Improvement Services, Live Well	Reporting to: Live Well Project & Team Lead
Structure Chart attached:	No

Job Purpose

The primary purpose of this post is to assist the Programme Managers and the Project & Team Leads in the delivery of an agile, responsive and dynamic programme of work which aims to improve the health and wellbeing of Swindon residents.

Post Holders will be expected to be flexible in approach and have transferrable skills which can be deployed across a range of projects, including but not limited to:

- Inequalities/Cost of Living agenda
- Health improvement and Health promotion
- Volunteering
- Community capacity and connections
- Migrant health
- Navigation, social prescribing and response

Key Accountabilities

- Assist in the project planning and scope; bringing insight from on the ground experience to the table
- Working in neighbourhoods to build trust, respect and relationships; galvanising interest and ideas and helping to make things happen
- Work with clients as directed by Project and Team Lead, carrying out short-term practical tasks which encourages and enables individuals to develop and maintain skills to live independent and purposeful lives.

- Assess the needs of individuals and monitor their Live Well plan; including feeding back into the wider team.
- Offer support and guidance to people to manage their finances where required. This could be helping with shopping, bill paying, pension collection and always signposting to debt advice and longer-term solutions.
- Deliver focus groups and engagement activity as directed.
- Carryout administrative and project supports tasks associated with organising events and activities and project delivery.
- Responsible for bookings, purchase orders, invoicing and collation of financial reports.
- Data capture, collection and analysis - used for report writing, performance measures and service improvement.
- Maintain positive relationships with partners, colleagues and volunteers to ensure people are kept up to date on project progress.
- Provide day to day support to Live Well Managers, including minuting meetings and offering capacity across work areas.
- Responsible for processing referrals as part of the triage process; keeping good records and raising anomalies and concerns accordingly.
- Attend events; often during the weekend and evenings to promote the service and to sign up potential clients and volunteers.
- Assist in the development of new and innovative projects, which enhance the Live Well offer provide opportunities for more people to get involved and benefit.

Supplementary Accountabilities

- Play an active role within the Live Well service area and as a member of the Public Health team, through regular attendance of team meetings, supporting and championing team projects and contributing to the overall business plan
- Promote the whole range of projects delivered through the Live Well service area; advocating a tailored and holistic journey for clients that meets their specific needs
- Contribute to reports detailing the impact and outcomes of the volunteering project and community sessions

- Offer a front of house reception cover at Sanford and in community settings as directed.
- Support the Response efforts across the team, adding capacity where needed.

Knowledge & Experience

- A working knowledge and experience of public health and the community and voluntary sector
- Experience of working with individuals in a strength based and client centered way
- Experience of working with communities and volunteers and dealing efficiently and effectively with enquiries and demands
- Knowledge of issues relating to health, particularly barriers for accessing support
- A working knowledge of the boundaries of confidentiality in relation to data protection, information handling and safeguarding
- Experience of working independently as well as part of a team
- Experience of public communication and use of social media
- Experience of working collaboratively with other workers/agencies
- Experience of database/website/excel use
- Experience of running engagement activity and/or focus groups
- Experience of a fast paced and changing environment

Qualifications

- Good general level of education with a minimum of 5 GCSEs or equivalent

Decision Making

- Decision making on the appropriateness/fit/viability of activities within communities and with groups
- Make timely and safe decisions; understanding when to escalate
- Day to day operational decision making on delivery of a project, in line with good practice and legislation
- Excellent organisation skills, time management and prioritisation
- Working on own initiative and also work collaboratively as part of a wider team.
- Confidence in decision making around the support vulnerable people require and who should support them

Creativity and Innovation

- Ability to be flexible and creative to find effective and interesting ways to engage and work alongside various audiences
- To develop creative ways for designing various tools and activities for people.
- To keep up to date with local news, understanding the nuances that exist in communities

- Show creativity and imagination in generating ideas and opportunities to enhance projects and the work of Live Well
- Creative solutions to problem solving on an individual basis and as a team to find workable solutions to challenging issues

<p><u>Job Scope</u></p> <p>Number and types of jobs manage</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Volunteering activity • Supporting volunteers and community groups 	<p>Budget Holder Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
---	--	-----------

Contacts and Relationships

- Strong and effective relationships with communities, volunteers, teams, and partners agencies
- Ability to build trust, respect and rapport with individuals
- Ability to work in partnership to deliver shared outcomes
- Strong communication skills, using interpersonal, verbal and written skills.
- Acting as a positive role model and engendering a culture of supporting individuals to be the best they can be and building the capacity of the local people
- To build the reputation of the council through the work delivered by Live Well

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role

- Some evening and weekend work required
- Dealing with potentially challenging circumstances around safeguarding and poor health

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	