

New role

Part of an exciting new venture for the Chilterns MS Centre

JOB DESCRIPTION

Health Promotions Coordinator

Hours: 15hrs hours per week (days and hours to be agreed, will include some evenings and possible weekend working).

Opportunity to supplement the income with delivery of Exercise Referral Courses and Group Classes. These will be paid at market rates by the hour.

Term: Initial 6-month contract

Salary: Band 5 Health Promotions Specialist

Location: Wendover, Buckinghamshire

Reports to: Healthcare Services Manager

Accountable to: Healthcare Services Manager, CEO, Venture's new Board, Head of Physiotherapy (CMSC), Clinical Governance Committee (CMSC).

Internal Relationships: Clinic Delivery Staff, Clinical Lead (Out of Hours Clinic), Exercise Referral and Class Delivery Instructors, Hyperbaric Oxygen Treatment Volunteers and various Centre Staff and Volunteers.

External Relationships: Service Users, General Public, Health & Fitness related groups, Practice Managers, GPs, Private Clinicians, Clinical Commissioning Groups, Local Hospitals and Primary Care Trusts, Sports Clubs, County and District Councils.

Background

The Chilterns MS Centre is embarking on an exciting new venture with the aim of developing new and existing income lines to the charity. This will involve the setting up of a trading subsidiary for the charity that will deliver chargeable Health, Fitness and Wellbeing services out of the Centre's state of the art facilities in Wendover. This will build on the Centre's excellent and growing reputation for clinical excellence. All profits will go back to the Chilterns MS Centre charity's core MS service delivery. The Centre comprises of individual and group treatment, exercise and meeting areas along with a Hydrotherapy Pool. Services will include initially a Clinic (Physio, Exercise, and Hydrotherapy), Exercise Referral Scheme and Group Exercise, as well as other areas in future.

Role Outline

The role of the Health Promotions Coordinator is an exciting opportunity for someone to take a lead role in the implementation, development and management of the Exercise Referral and Group Exercises Classes of the new venture. The role will work closely with the Healthcare Services Manager to handle enquiries for the various other services offered

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by the new venture, and also assisting with promotional activity of the Exercise Referral services and the new venture as a whole.

The person will also have the opportunity to deliver classes and courses on top of the 15 contracted hours per week, and there is scope for the position to grow and become permanent.

Duties and responsibilities

Exercise Referral and Health Promotion

- Take a lead role in the implementation, development and management of the Exercise Referral scheme
- Completing of initial health screens and assessments, liaising as required with the referring practitioner or the new venture Clinical Lead and other Clinicians
- Give advice on the qualification and training requirements needed to deliver relevant services. Completing relevant background research as necessary.
- Identify opportunities to develop new services, classes or sessions based on demand.
- Ensure that services are underpinned by up-to-date knowledge of health promotion theory and evidence based research, and that they marketed accurately.
- Keeping up to date on local and national Public Health agendas, relevant NICE Guidelines, government policies, as well as current trends and research in health, fitness, and wellbeing sector.

Service Development and Promotion

- Support Healthcare Services Manager with service developments and networking with relevant local groups and organisations with in the target area. These will include GP Surgeries, Clinical Commissioning Groups, Primary Care Trusts, Sport Clubs, Health Groups, and the general public.
- Work alongside the Healthcare Services Manager to manage, promote and coordinate the general Group Exercise Programme and other services.
- Identify mutually beneficial opportunities for Partnership working.
- Support the content writing and production of leaflets, posters, videos and brochures to aid promotion of the services in different environments.
- Help to implement and manage the new venture eMarketing strategy including the website and various social media. Aiming to keep the brand in the forefront of people's minds when they think about high quality Health, Fitness and Wellbeing services.
- Always be mindful that the new venture is run by and in support of the Chilterns MS Centre, and so its core services should also be promoted to relevant people, groups and stakeholders.

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Customer Service

- Be the key contact for Exercise Referral enquiries and coordination.
- Oversee the enquiry management process for all the new venture's services ensuring that prospective clients are responded to in a timely, professional and friendly fashion. Supported by the Centre Reception Team, Office Manager and Healthcare Services Manager.
- Sending relevant communications to service users to confirm bookings or when amendments are made.
- Carry out follow up calls and feedback questionnaires to aid customer satisfaction, proactively identify issues and identify opportunities to improve services.
- Ensuring the Centre reception is fully up to date with developments and new procedures for the new venture services.
- Ensuring feedback and complaints procedures are followed in a timely, professional friendly and helpful manor.

Service Coordination & Delivery

- Working with the Healthcare Services Manager, the new venture Clinical Lead, Centre Reception and Delivery Instructors to manage the booking management systems for the relevant services.
- Along with the Clinical Lead and Healthcare Services Manager, ensure that correct referral and consent procedures are followed for all areas as defined by relevant Clinical Governance guidelines.
- Ensure delivery staff are maintaining and filing clinical notes.
- Ensure services are run safely and to a high standard by qualified staff with relevant risk assessments in place.
- Supporting and communicating with the Facilities Manager to ensure room and equipment availability at required times, and that they are in good condition and well presented.
- When necessary lock up at the end of a session when the centre is not due to be in use.
- Follow relevant cash handling procedures for the respective services, and ensure they are adhered to by all staff and volunteers.

Additional Opportunities

- Opportunities to grow the role and position inside the company as services develop with the possibility, dependent on performance, of making the position permanent after the initial 6-months contract.
- Opportunities to deliver services or support session's dependent on qualifications.
- Coordinate and possibly deliver various Health Promotion seminars that are both motivational and educational on various health and fitness topics.

General

- As with any small organisation, there is a need to undertake a very wide range of activities to meet the organisation's needs.
- The new venture and the Chilterns MS Centre are family-friendly employers and offer flexibility over working hours if the organisations needs can still be met.

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- All staff and volunteers agree to adhere to the charity and its trading arms Code of Conduct.
- The post holder is required to be aware of and maintain a strict code of confidentiality.
- This post will be offered subject to the receipt of satisfactory references and a standard Disclosure and Barring Service (DBS) check.

Person Specification

Skills & Knowledge	
Excellent oral and written communication skills	E
Ability to empathise with people facing difficult situations.	E
High level of organisational skills.	E
Ability to motivate and influence others in their health choices.	E
Able to nurture and maintain relationships with individuals and organisations in the public private, community and voluntary sectors.	E
Ability to network effectively.	E
Ability to work as part of a team as well as on own initiative.	E
Excellent time management skills.	E
Good level of IT Skills – Word, Excel, and Databases.	E
Research and project management skills.	E

Qualifications & Training	
Exercise Referral Qualifications – REPS Level 3 or 4	E
Good understanding of the barriers to exercise and effective strategies to support behaviour change.	E
Excellent knowledge and understanding of physiological and psychological impact of disease on physical activity, and related models.	E
Good understanding of Patient at Risk Scoring (PARS)	E
Good understanding of the 'NHS - Exercise Referral Systems: National Quality Assurance Framework', and 'BHF National Centre Physical Activity & Health Toolkit for the Design, Implementation & Evaluation of Exercise Referral Schemes'	E
Health Promotions or equivalent qualifications	D
Excellent knowledge of health and fitness industry.	E
Good knowledge of the local and national Healthcare systems and landscape (including government policy)	E
Understanding of safeguarding procedures.	E

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Experience	
Working in a Healthcare or Health & Fitness setting (ideally in Health Promotions or Exercise Referral position)	E
Managing people.	E
Worked with vulnerable people	E
Completing Health Screening and Assessments.	E
Exercise Prescription	E
Working with Volunteers	D
Working in a charitable organisation	D

Personal Qualities	
Ability to work as team member and lead a team	E
Approachable and a good listener	E
Excellent organisational skills of self and others	E
Passionate about Health, Fitness and Helping People	E
Empathetic	E
Reliable	E
Driven	E
Flexible	E
Ability to deal with challenging behaviour	E
Awareness of self – strengths and weaknesses	E
Ability to motivate self and others	E
Good attendance record	E
Good sense of humour	E

Other	
Pass Occupational Health Clearance and Full DBS Check	E
Able to carry out moderate physical effort when at work and carry out concurrent activities	E
Flexible/adaptable to changing working patterns (work will include evenings and potentially some weekends)	E