

APPLICATION PACK



Casual Health Improvement Advisor



MAYOR OF LONDON



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APPLICATION PACK

Using the power of football, Charlton Athletic Community Trust (CACT) worked with over 46,700 people during 2019/20, empowering communities and changing lives. Based on the needs of the community, we work in partnership to deliver high quality programmes that deliver a lasting impact.

CACT is one of the biggest football community trusts in the country; principal areas of work are:

- Early Help and Prevention
- Education
- Equality, Diversity and Inclusion
- Football and Sports Development
- Health Improvement
- Social Action and Enterprise
- Youth Service

This is an exciting time to join CACT as we have recently launched a new three-year strategy for 2019-2022 based on our values:

- Passion – fuels our work
- Trust – safe and sound
- Engagement – stronger together
- Respect – two-way and vital
- Equality – open and fair
- Inclusion – that means you

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CACT are committed to embracing and fostering equality, diversity and inclusion in the workplace as well as in the delivery of its services, activities, and programmes, by promoting a positive organisational culture that values all staff and service users. We will strive to create an inclusive environment where everyone feels able to participate and achieve their potential.

The Health Improvement department provides a specialist behaviour change service to the residents of the Royal Borough of Greenwich (RBG) with an emphasis on reducing inequalities in health outcomes.

The department uses the power of football to engage with sections of the community who do not traditionally access primary and secondary care services. Provision includes local authority funded programmes, Kick the Habit an innovative smoking cessation programme and Greenwich Get Active which aims to increase the number of local people being physically active.

This is a key role and the post holder will form an integral part of a dynamic team.

JOB DESCRIPTION

Job Title:	Casual Health Improvement Advisor	Reporting to:	Health Improvement Manager, Call Centre Project Officer, Health Improvement Assistant Manager, Greenwich Get Active Officer (Dependent on project)
Pay:	£11.95 - £15.00 per hour (dependent on experience and activity carried out)	Contract type:	Casual Zero Hour Contract
Location:	The Valley, Charlton as well as fieldwork in other areas	Days and hours of work:	As assigned by line manager
Document created:	May 2023	Ref number	CACT/CHI/23

Purpose of the Role:

To support the delivery of health improvement initiatives in Greenwich as a Charlton Athletic Community Trust representative. The post holder will work as a part of a team and will be required to work on call centre or field work activities as a health advisor, dependent on the needs of the programme.

Key Responsibilities (but not limited to):

Main responsibilities:

- Work as in the Health Improvement Contact Telephone Support Centre, providing advice to clients and inputting data.
- Work within a team, giving health advice to clients as part of the health Improvement community engagement programmes at a variety of community settings.
- Prepare information packs in advance of roadshows and attendance at events.
- Undertake training as required.
- Any other duties as required by the Health Improvement department.
- Utilise a variety of promotional methods, wherever possible targeting priority groups.

Contact Telephone Support Centre duties:

- Make telephone calls to support clients with behaviour change and related health improvement services, including setting up appointments, collecting and sending out information to clients, and carrying out follow up calls.
- Deliver prepared health improvement scripts.
- Support the client through the behaviour change processes.
- Respond to questions in a professional manner.

- Obtain and record client information safely and accurately.
- Use electronic systems to accurately record details of telephone calls and feedback.
- Update relevant data using CRM and database applications.

Health Improvement community engagement duties:

- Represent CACT in a positive manner.
- Support the Health Improvement team in planning, preparing and delivering community engagement programmes including roadshows in a variety of community settings.
- Engage with members of the public to promote health improvement initiatives.
- Use motivational approaches to provide 1-1 support advice and information to clients.
- Give relevant leaflets and information for clients use.
- Be knowledgeable about CACT health improvement initiatives.
- Use iPads or manual forms to input and record client information.
- Make referrals to CACT health improvement programmes and or partner agencies.
- Work with trained nurses, pharmacists, Health trainers and other health professionals to provide a quality service.

PERSON SPECIFICATION

Job title: Casual Health Improvement Advisor

Person Specification		
Attributes	Essential	Desirable
Qualifications and experience	<ul style="list-style-type: none"> Be trained in or be prepared to undertake relevant training in health improvement and behaviour change. 	<ul style="list-style-type: none"> Experience or qualifications in Health, behaviour change, counselling, coaching or Fitness instruction. Team working experience.
Skills, ability & knowledge	<ul style="list-style-type: none"> Strong basic Microsoft Office suite skills and an ability to use database systems. Excellent interpersonal skills. The ability to convey clear messages to clients through excellent verbal communication. Strong people skills and a consultative approach. Proficient ICT skills (Community outreach) Fluent in English. Reliable and punctual. Ability to use own initiative. An understanding of and a commitment to equal opportunities both in the workplace and the wider community. Commitment to Safeguarding children and young people and vulnerable adults. 	<ul style="list-style-type: none"> Candidates offering languages other than English will be appreciated. An understanding of health inequalities.
Personal qualities	<ul style="list-style-type: none"> Confident with a 'can do' attitude. Energetic and upbeat personality. Highly motivated and optimistic. 	



APPLICATIONS

CACT is committed to the safeguarding of its staff, volunteers and young people. Any job offer made is subject to satisfactory references and Disclosure and Barring Service (DBS) check.

Application forms are available from <https://www.charltonafc.com/cact/get-involved/job-opportunities>

To apply for this role, please send a completed application form detailing how you meet the requirements of the role and an equal opportunities monitoring form to Jobs@cact.org.uk

Please note: CVs will **not** be considered.

Closing date for applications: Rolling

Applications will be assessed and successful candidates will be contacted accordingly as they come in.