

**Name of meeting:** Health and Adult Social Care Scrutiny Panel

**Date:** 12 November 2019

**Title of report:** Kirklees Integrated Wellness Service update

**Purpose of report:** This paper provides an update on the progress of the implementation of the Kirklees Integrated Wellness Service. It follows on from a previous paper that was presented to Health and Social Care Scrutiny Panel on the 12 March 2019, and provides updates in appendix 2 to the queries raised at that meeting and at subsequent Adult Social Care and Scrutiny Workshop on 16 July 2019.

<b>Key Decision - Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?</b>	N/A
<b>Key Decision - Is it in the <u>Council's Forward Plan (key decisions and private reports)?</u></b>	N/A
<b>The Decision - Is it eligible for call in by Scrutiny?</b>	No
<b>Date signed off by <u>Strategic Director</u> &amp; name</b>	Richard Parry – 4/11/2019
<b>Is it also signed off by the Service Director for Finance IT and Transactional Services?</b>	N/A
<b>Is it also signed off by the Service Director for Legal Governance and Commissioning Support?</b>	N/A
<b>Cabinet member <a href="#">portfolio</a></b>	Cllr Musarrat Khan, Portfolio Holder for Health and Social Care

**Electoral wards affected:** All

**Ward councillors consulted:** N/A

**Public or Private:** Public

**Has GDPR been considered?** Yes no personal details are included in this report

## 1. Summary

### About the service

Kirklees Wellness Service (KWS), is a new integrated health improvement service offer. The service is for adults (18+) who live in Kirklees and who have identified a need for further help to improve their health and wellbeing. The service is for people who are committed to identifying personal goals and making a change.

Wellness Workers and Coaches work with people using motivational interviewing and health coaching techniques to refine goals and plan change. This helps to tackle things that get in the way of being well and to build confidence and skills to self-manage. Wellness Workers can work with people up to 6 sessions. Coaches work with people up to 12 sessions. Coaches work with people with more barriers to change, supporting them more intensively.

The types of things that people need help with could include:

- Improving mood and building confidence
- Improving mental health and emotional wellbeing
- Achieving a healthy weight
- Managing long term conditions
- Wellbeing support if they are caring for someone
- Increasing contact with people and activities
- Increasing physical activity levels
- Stopping smoking or reducing drinking

On 2 September 2019, we 'soft launched' the first phase. The service is being delivered from a range of locations across Kirklees, ensuring good access for all. The service's administrative base is at Civic Centre 1 in Huddersfield. Where appropriate, service users may be seen in their homes. The service is using community venues where possible to ensure accessibility for local communities. The service is available during core business hours (09:00-17:00 Monday to Friday) with flexibility around evenings and weekends, depending on community and service user needs and demand.

### About the 'Soft Launch'

This 'soft launch' phase was deemed necessary to understand the new user journey process and identify any 'live' or potential sustainability issues within the processes or wider system. Given some of the complexities and challenges linked to setting up a new service, it was considered valuable to have a period of testing out, reflection and refinement prior to a more formal public launch. It also allowed us to transition existing caseloads into the new service with as minimal disruption as possible to service users. This 'soft launch' period is proving very useful with staff gaining valuable insights about the process and dealing with any practical 'teething' issues.

### Referrals

Referrals can now be received electronically via GP systems and via the Kirklees Website. In this 'soft launch' period, postal referrals are also accepted. Feedback from professionals on the referral process so far has been much appreciated by the team and we are continuing to refine this to ensure it's as simple and easy as possible.

Key activities to support the referral process have included telephone support and face to face meetings with referrers to talk through the approach. In addition to this, some guidance for referrers has been developed and is being disseminated. There are plans to look at a wide range of different communications routes in coming months, to continue to ensure that professionals are fully aware of the new service and how to refer. This partnership approach to service

development is also enabling us to anchor the changes and ensure appropriate referrals are made to the service. A new self-referral form has also been developed for referrers to use where individuals are happy to make their own referrals rather than it coming from a professional.

Kirklees Wellness Service (KWS) started receiving referrals as part of the 'soft launch' period on 2 September 2019. To date the service had received 436 referrals. Of these there were:

- 287 received from GP's
- 116 received from Other Professionals - (*Physiotherapy, Occupational Therapy, Cardiac Rehabilitation, Gateway to Care, Care Navigation, Adult Social Care, LOCALA, Work Coach DWP, Connect Housing, In-Health Pain Management, Engagement Worker, Dementia Support Co-ordinator, Dietician,*)
- 33 were Self-Referrals

Positive feedback has been received from the new KWS approach – see case study at Appendix 1

### **Interim Exercise Referral Scheme (ERS)**

We have worked closely with Kirklees Active Leisure to transition to the interim ERS, with a comprehensive timetable now in place and classes being delivered across key venues in Kirklees as well as maximising existing community delivery options.

### **Weight Management referrals: 01/10/2019 – 28/10/19**

KWS has received 88 referrals highlighting weight management as their primary or secondary health focus/outcome. We are working closely with colleagues at the CCGs to refine our approach to weight management and develop joint responses to the high level of demand.

### **Interim Carers Courses and Self-care programmes**

A partnership approach was adopted to ensure Carers and self-care courses were delivered whilst the KWS is in the soft launch phase. This is an approach we intend to take moving into the next phase. These programmes have received positive engagement and feedback:

81 Carers booked on and supported through our carer wellness sessions across Kirklees.

#### ***Carer feedback quotes include:***

*"Really good course very helpful and informative 10/10!!"*

*"Please can we have more of these "resilience" courses put on- they are amazing support for carers and for families, an excellent way to advocate self-care"*

*"Good course, well put across and good information"*

*"My friends attended the Resilience session at Carers Trust, they have been raving about it could you book me on to your next one please"*

### **Self-Care Course Update**

33 people attended the 4 week self-care wellness sessions

22 Considered themselves to have a disability

42% of attendees came from diverse ethnic backgrounds

23 of the 33 participants had caring responsibilities for adults or children with additional needs

#### ***Attendee Feedback quotes include:***

*"I have so enjoyed attending this workshop, I have met some wonderful people and learned some very positive things I intend to use"*

*"This has given me the motivation to give up smoking and take better care of myself"*

*"Fantastic! This is the best thing I have been to, user friendly, no jargon"*

*"This course has changed my life thank you"*

*"This course has changed my life thank you"*

## Challenges

During this useful soft launch phase the service has encountered capacity issues linked to the volume of referrals received and the link to the efficiency of the test process of triage to assessment.

This is due to the following reasons:

- Number of referrals have now averaged to over 70 per week. This level of referrals is above the predicted capacity that the service was originally modelled and commissioned on.
- Reduced capacity in Business Support to support triage
- Teething problems with the database
- Worker / Coach Capacity due to demand placed upon service of interim Exercise Referral class delivery

A full range of mitigating actions have been developed including recruitment of temporary staff, interim rota changes and updating of live amendments to the database. All are closely monitored on a weekly basis by the KWS management team. Moving forward this valuable learning from the soft launch will explore the following recommendations with partners;

- The ongoing refinement of triage/first point of contact conversation to be increasingly more effective. This is achieved through training and staff support so as to better filter people to the right level of support at the right time.
- Review referral criteria and system process to meet demand – healthy weight programme issues and ERS in particular.
- Transition plan to partner delivery of ERS model to be developed ready to put into action once timescales have been agreed with partners, with a view to increasing capacity of Wellness Service to undertake Wellness offer as well as increasing physical activity offer through partners.
- Future possible developments of web based resource to help filter out those who might just want advice and support/awareness of what's available/access to community resources.
- The majority of the mitigations to date have been no/low cost but this is being monitored and reviewed.

## Key Milestones

These are the summary key activity areas up until January 2020

<b>September 19</b>	KWS Core offer for 1-1 interventions with Wellness Workers and Coaches available New Exercise on Referral offer available Weight management training offer for staff
<b>October 2019</b>	New healthy weight 1-1 support available Partnership Task and Finish group commenced re design and co-production work on Smoking Cessation and Health Checks. Design ERS partner delivery brief
<b>November 2019</b>	KWS smoking cessation 1-1 support available
<b>December 2019</b>	Review of soft launch feedback

<b>January 2020</b>	<p>KWS group offers available to support smoking cessation and healthy weight. New co-produced partnership self-care and carers courses.</p> <p>A public-facing promotional launch is planned for Spring 2020 to follow this 'soft' launch.</p>
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**2. Information required to take a decision**

Report is for update on progress only. No decision is being sought.

**3. Implications for the Council**

- **Working with People**

As per the IWM Specification and previous update papers, this approach is rooted in working with people and not doing to.

- **Working with Partners**

As per the IWM Specification and previous update papers, this approach is rooted in working with partners to realise the ambitions of the IWM.

- **Place Based Working**

As per IWM Specification and previous update papers, this approach is rooted in building a shared vision of place-based integrated working

- **Improving outcomes for children**

The Wellness Service will adopt a whole family approach when working with adults and will ensure during the development phases that service briefings are provided for services specifically working with children as appropriate. This approach will also feature in the staff development programme.

- **Other (e.g. Legal/Financial or Human Resources)**

N/A

Do you need an Equality Impact Assessment (EIA)?

The EIA will be reviewed and updated as required as the IWS co produces interventions and approaches with partners.

**4. Consultees and their opinions**

N/A

**5. Next steps and timelines**

That the Overview and Scrutiny Panel for Health and Adult Social Care takes account of the information presented and considers the next steps it wishes to take.

**6. Officer recommendations and reasons**

That the Panel considers the information provided and determines if any further information or action is required

**7. Cabinet Portfolio Holder's recommendations**

N/A

**8. Contact officer**

Jill Greenfield, Head of Local Integrated Partnerships, [Jill.greenfield@kirklees.gov.uk](mailto:Jill.greenfield@kirklees.gov.uk)

**9. Background Papers and History of Decisions**

Previous papers brought to Health and Adult Social Care Scrutiny:

Integrated Wellness Model – 7th March 2017

Integrated Wellness Model update – 12th Sept 2017

Informal briefing to members Scrutiny (included draft service specification and outcomes/indicators documents) - 1st Dec 2017

Integrated Wellness Model Update – 11<sup>th</sup> September 2018

Integrated Wellness Model Update – 12<sup>th</sup> March 2019

**10. Service Director responsible**

Helen Severns - Service Director – Integrated Commissioning

## Appendix 1

### Wellness Service

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#### Client Journey Case Study

<b>Wellness Worker</b>	JR
<b>Client Discharge Date</b>	October 2019
<b>Client Name</b>	LM
<b>Client Permission</b>	Yes internal only
<b>Who referred the Client?</b>	Relative
<b>THC's</b>	Lupus Kidney Failure Mobility
<b>Presenting Issues at 1<sup>st</sup> Appointment</b>	Client presenting with low mood and borderline depression due to LTCs. She is now unable to work after enjoying her employment previously due to her health. Client relies on a relative to support her daily living tasks, including personal care. Client attends Kidney dialysis 3 x per week, this makes her very tired and feels she is not able to do anything for herself around the home which leads to periods of low mood and bouts of depression. She would like to be active but feels that her ability to be mobile is so limited due to feeling tired all the time.
<b>HnA Choices</b>	How physically Active I am Financial Worries Eating the right types of food
<b>1<sup>st</sup> Self Efficacy</b>	6
<b>2<sup>nd</sup> Self Efficacy</b>	15
<b>Self-Efficacy Variance</b>	+9
<b>Client Feedback Score</b>	50 out of 50

<b>Client Feedback Comments</b>	"The lady from Wellness gave me feeling of being more positive and becoming a little more independent which makes me feel much more happier."
<b>Goals Set</b>	<ul style="list-style-type: none"> <li>- 3 x per day walking around her home</li> <li>- Improving diet using the Eat Well Plate Guide</li> <li>- Explored barriers which were stopping her becoming physical active and problem solving</li> <li>- Created an action of plan becoming more active</li> <li>- Reading information for "Living with Lupus" to learn more about her LTHC</li> <li>- Reading information for Carers Trust and services it provides to support both herself and</li> <li>- Partner</li> </ul>
<b>Which Services was the client signposted to?</b>	The client was signposted to Community Plus , Carers Trust CLEAR (Community Links Engagement and Recovery Service)
<b>Client Outcomes</b>	<p>The client's initial thoughts were that she was "too poorly" to become more active.</p> <p>Using Motivational Interviewing and Health Coaching techniques we explored together the barriers affecting her health and challenged her thoughts that were causing low mood, anxiety and depression. We set realistic SMART goals to improve her physical activity levels and mental wellbeing, this has been highlighted in her Self-Efficacy score increase. The client has become more independent with her personal care due to her increased self-confidence and confidence in her mobility.</p> <p>Outcomes.</p> <ul style="list-style-type: none"> <li>- Increased Activity</li> <li>- Improved Mobility</li> <li>- Improved Healthier Diet</li> <li>- Improved Mental Health</li> <li>- Increased her Independence</li> <li>- Decrease in swelling in her arms, legs and ankles</li> </ul>
<b>6 Month Review Date</b>	April 2020



## Appendix 2

Brief updates to March 12<sup>th</sup> 2019 Scrutiny Questions

- 1. A recommendation that the performance indicators/measures and outcomes of the model are agreed and ready to be introduced in April 2019 so they can be tested during the transition period prior to the start of the implementation phase in September 2019.**

There is now in place an agreed Performance Management Framework for the KWS. During the transition period service users have transitioned into the KWS on their existing goals and outcomes (as per previous service performance measures) which would have potentially caused confusion for those service users if new measures were introduced part way through their service journey. Alongside this, other priorities such as database development and staff training programmes, meant the Performance Management Framework was developed to test with new KWS service users during the soft launch period.

- 2. A recommendation that a Service User Panel is established during the transition period to provide ongoing service user input into the development of the model.**

Ongoing co-production with service users and crucially non service users, is a key principle of the model. We need to explore a range of appropriate methods to best achieve this and in a way that is practical and meaningful to those involved. We need to consider all options alongside other existing service user panel's i.e. older people's panel, carer's panel.

- 3. A request to receive clarification on the process that is followed before the referral stage to include the planned approach to engage with those client groups that would not normally engage with primary care or other health and social care bodies.**

Through our ongoing partnership work with the CCGs and the PCNs we have identified task and finish multi-agency groups to re design carer's courses, self-care resources, Smoking and Health Checks including visits to other areas already delivering integrated community models. The associated evidence is also being reviewed as part of this work and indicates that if Health Checks can be delivered in a more community focussed way this could help engage those high risk groups not engaging in primary care. We also need to develop in a way that is about building relationships and not just testing people.

- 4. A recommendation that the interaction with mental health services and safeguarding is made more explicit within the service model description and specification.**

Safeguarding and safe practice principles have been embedded within the KWS, including liaison with principal Adult Social Worker to advice on safeguarding processes ( in line with KSAB) and support and training for staff to be able to identify and respond to safeguarding concerns effectively. Staff are linked to Mental Health services (statutory and non-statutory) and again appropriate training is being embedded.

- 5. A request to receive details of the staffing structure to include job descriptions and roles of staff that will be working in the new wellness service.**

These were provided as part of the ASC Scrutiny workshop and can be found at Appendix 3

**6. A request to see details of the plans to communicate and engage with service users on the new model and pathways.**

The Communications and Engagement Plan has previously been shared as has the engagement and insight work to inform the model development. The KWS is currently working with the Council's Communication team to plan the more public facing launch next year. These are reviewed and updated regularly.

**7. A recommendation that due to the level of contact with vulnerable people the Wellness Service includes the Police on the list of key partners that it engages with.**

The Kirklees Integrated Wellness Model partnership group is still working to identify a suitable police representative. The KWS are aware of their police contacts and ASC safeguarding links including the Hoarding panel, West Yorkshire financial exploitation and abuse team.

## **Wellness Model**

**□ How to support community capacity building at a time when voluntary and community organisations may be struggling.**

The KWS will work closely with partners in Community Plus, Third Sector Team and VCS infrastructure to support agencies to identify gaps and support provision to develop to respond to needs. Direct reporting to the CCGs and ICB will also allow the KWS to influence commissioning priorities across partners. KWS partners will be made aware of the Community Investment Fund – Do Something NOW.

**□ How will social prescribing be managed and what range of things will it cover?**

NHSE Social Prescribing Link Worker (SPLW) role is one of the new non clinical roles designated by the NHSE Long Term Plan. Community Plus is currently mobilising a partnership offer to support in delivering this important role whilst trying to support local VCS capacity building.

**□ What arrangements will there be to ensure coordination between community plus staff and the staff administering social prescribing?**

The SPLW role is managed by the Community Plus management team, who also work in the same directorate and senior management team as KWS staff. The local partnership agreements with each PCN include review meetings where this is considered from a partnership perspective to ensure resource maximisation and reduce duplication.

**□ What will the pathway be for people who wish to access the wellness model?**

The SPLW will have close working relationships with KWS staff and will ensure that KWS referral pathways are followed. Regular reviews will identify any opportunities for fast track or referral pathway modifications.

**□ What patient / service user input has there been so far in the development of the new service and what are the plans for future involvement?**

A range of service user engagement and insight has been used to develop the commission for the KWS and ongoing engagement are core to its principles.

## Appendix 3 – Job Profiles and Structure Chart

### Wellness Coach

In Kirklees we want to be innovative and creative in the way we work to deliver our services with communities. Investing in relationships with those communities is at the core of what we do. We want to meet changing and challenging times with better and smarter ways to work.

Wellness is defined as a proactive, preventive approach that emphasises the whole person and which works to achieve optimum levels of physical, mental, social and emotional health. This role is part of a team responsible for developing an integrated Health Improvement approach for adults; to help people build their capacity to maintain good health and be independent.

We want to bring together organisations, people and services to develop a shared approach, using a 'strengths based' mind-set that acknowledges, builds upon and unlocks the strengths, skills and capacities of people to live healthy lives utilising the assets within the local community. We want to build on the existing strengths and assets of people and communities and will support individuals to find solutions to things which determine their health and prevent health conditions developing or worsening.

### The Job

Wellness Coaches will work mainly with individuals who have been assessed as needing high level support to achieve their health and wellbeing goals. In general participants you will work with will have three or more issues which are preventing them from making changes and will be typically be struggling to make changes. Examples include increasing physical activity to reduce impacts of long term conditions.

Wellness coaches will undertake the core duties of the Wellness worker but provide additional capacity and support to more complex cases, for example providing advice and support for exercise programmes for people with long term and /or complex conditions.

Wellness coaches will provide leadership on development of project activity.

Wellness Coaches the job is about working with individuals and communities to be more effective; helping people to maintain good health and be independent.

This job will help individuals safely and appropriately step away from more targeted interventions and assist them in finding the right ongoing options for them in the community and become more independent.

Wellness coaches will support others and themselves to go beyond looking at single issue healthy lifestyle, long term conditions and a focus on illness and instead will embed a whole person community based approach to improving health.

Wellness coaches will be a key interface between the Council, third sector and public sector partners – and be the catalyst to developing practical collaboration at community level.

You will be required to work closely, and build effective relationships with community leaders including elected members, senior officers, partner agencies and communities to develop and embed the Kirklees Integrated Wellness Model.

This job is about being part of a flexible and responsive team.

### Job Checklist

Manage a varied case load of complex clients and contribute to assessment of individuals using person-centred and relationship based practice to support participants to achieve progress against the goals and issues that are important to them.

Deliver a range of targeted and evidence based interventions.

Provide support and guidance to Wellness Workers and community provision to ensure services are inclusive and effective.

Collate and analyse performance data as necessary. Ensure clinical guidance and protocols are appropriately followed in the work of Wellness coaches and workers.

Undertaking coaching and opportunistic 'good health' conversations with individuals with low level needs to identify their own plans to address their needs in communities;

Supporting people to address the things that determine their health and help people improve their sense of control.

Deliver planned and opportunistic Stop smoking support, NHS Health Checks, weight management and Physical activity based sessions and opportunities in both leisure centres (Kirklees Active Leisure) and community settings; supporting people and communities to be more physically active in their everyday life e.g. active travel/making use of green and open spaces.

Deliver targeted support to increase resilience, address challenges to good health and wellbeing, and improve emotional health i.e. and coping skills support for unpaid carers, improving mental health and other long term conditions through physical activity

Recruitment, management and support of volunteers; Complying with all relevant volunteer policies (safeguarding, health and safety etc.); collecting and tracking impact data

Growing the capacity of managed volunteers towards becoming self-sufficient where possible. Wellness Coaches will take a lead in developing the capacity of groups, other council services, partner agencies and organisations to reduce health inequalities and inequities in accessing services and resources.

## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A naturally collaborative partnership builder you will be able to attract and support a wide variety of individuals and partners to work together for maximum impact sharing resources and delivering together in a variety of settings.

You will be used to leading project activities and providing support to other colleagues to deliver high quality interventions.

You will be able to work in an agile way, responding to need using relationship based approaches and strengths based assessments to develop sustainable approaches. You will provide personalised, flexible and responsive support to help people and communities to embed a whole person community based approach to improving health

Your excellent interpersonal and communication skills will allow you to communicate confidently and clearly to a variety of audiences to provide an integrated approach to wellbeing and clear referral pathways

Displaying spirit, passion and energy to make a real difference to lives of people and communities you will be innovative, thoughtful and creative – someone who is willing to think differently about how to respond to an issue, with limited resources, to try different approaches or work with different partners to get the best outcomes whilst positively managing risk.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and role model the Council's Expectations of a New Council employee within the organisation.

## Person Checklist

- Hold relevant health related qualifications i.e. L4 REP or equivalent substantial experience
- Ability to coach and support individuals and groups with complex and/or long term conditions to overcome barriers to positive lifestyle changes
- Ability to support, coach and influence colleagues and other agencies to deliver and promote best practice
- Skilled and experienced in delivering and advocating relationship based approaches
- Strong focus on the skills and assets of individuals and communities – not their deficits
- Passionate about helping people in the community, strong interpersonal and problem-solving skills
- Personal resilience and flexible attitude in face of difficulties
- Empathic and able to relate to individuals, groups and organisations in a variety of different circumstances
- Knowledgeable and understanding of the issues affecting the lives of the target populations and the services, initiatives and policies that impact upon them and a good understanding of diverse communities
- Knowledge and experience of applying project management skills
- Analytical in your approach to the evaluation and delivery of practice and commitment to evidence-based methodologies
- Ability to work with staff from a range of agencies and organisations to better integrate services for individuals and communities
- Up to date with trends in health and wellness, and willingness to regularly update skills and experience with a genuine interest in the topic
- Creative, flexible and supportive to volunteers, groups and individuals
- Ability to work in a political environment, manage relationships with partners including primary care, housing, mental health services and community groups.
- Due to the nature of working with communities and individuals, an enhanced DBS check will be required, and undertaking safeguarding training
- Willingness to work flexible hours, including evenings and weekends on occasion.
- Ability to travel to various locations in order to carry out the duties of the job.

## Wellness Worker

In Kirklees we want to be innovative and creative in the way we work to deliver our services with communities. Investing in relationships with those communities is at the core of what we do. We want to meet changing and challenging times with better and smarter ways to work.

Wellness is defined as a proactive, preventive approach that emphasises the whole person and which works to achieve optimum levels of physical, mental, social and emotional health. This role is part of a team responsible for developing an integrated Health Improvement approach for adults; to help people build their capacity to maintain good health and be independent.

We want to bring together organisations, people and services to develop a shared approach, using a 'strengths based' mindset that acknowledges, builds upon and unlocks the strengths, skills and capacities of people to live healthy lives alongside the assets within the local community. We want to build on the existing strengths and assets of people and communities and will support individuals to find solutions to things which determine their health and prevent health conditions developing or worsening.

## The Job

As individual Wellness workers the job is about working with individuals and communities to be more effective; helping people to maintain good health and be independent.

Wellness Workers will work with individuals who in general have been assessed as needing low level support to achieve their health and wellbeing goals. Participants you will work with will have three or fewer health issues which are preventing them from making positive lifestyle changes and will be typically more motivated to make changes i.e. increase physical activity. This job will help individuals safely and appropriately step away from more targeted interventions and assist them in finding the right ongoing options for them in the community and become more independent.

Wellness workers will go beyond looking at single issue healthy lifestyle, long term conditions and a focus on illness and instead will embed a whole person community based approach to improving health.

Wellness Workers will be a key interface between the Council, third sector and public sector partners – and be the catalyst to developing practical collaboration at community level.

You will be required to work closely, and build effective relationships with community leaders to inform the work i.e. elected members, senior officers, partner agencies and communities to develop and embed the Kirklees Integrated Wellness Model

This job is about being part of a flexible and responsive team.

## Job Checklist

Manage a varied case load of clients with multiple lifestyle/ health issues using person-centred and relationship based practice to support participants to achieve progress against the goals and issues that are important to them.

Deliver a range of evidence based one-to-one or group interventions including:

Having opportunistic 'good health' conversations with individuals with low level needs to identify their own plans to address their needs in communities.

Supporting people to address the things that determine their health and help people improve their sense of control.

Delivering planned and opportunistic interventions i.e. Stop smoking support, weight management, NHS Health Checks and Physical activity based sessions and opportunities in both leisure centers (Kirklees Active Leisure) and community settings; supporting people and communities to be more physically active in their everyday life e.g. active travel/making use of green and open spaces. This could be in a 1:1 or group setting.

Ensure records are maintained and systems updated so interventions can be effectively evaluated

Contribute to evaluation of wellness service interventions

Delivering targeted support to increase resilience, address challenges to good health and wellbeing, and improve emotional health i.e. and coping skills support for unpaid carers, improving mental health and other long term conditions through physical activity and short courses/ group work.

Recruitment and support of volunteers;

- Complying with all relevant volunteer policies (safeguarding, health and safety etc.); collecting and tracking impact data
- Growing the capacity of managed volunteers towards becoming self-sufficient where possible

Wellness Workers will work with groups, other council services, partner agencies and organisations to reduce health inequalities and inequities in accessing services and resources

Please click [here](#) to see your responsibilities related to safeguarding



## The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

A naturally collaborative partnership builder you will be able to attract and support a wide variety of individuals and partners to work together for maximum impact sharing resources and delivering together in a variety of settings.

You will be able to work in an agile way, responding to need using relationship based approaches and strengths based assessments to develop sustainable approaches. You will provide personalised, flexible and responsive support to help people and communities to embed a whole person community based approach to improving health

Your excellent interpersonal and communication skills will allow you to communicate confidently and clearly to a variety of audiences to provide an integrated approach to wellbeing and clear referral pathways

Displaying spirit, passion and energy to make a real difference to lives of people and communities you will be innovative, thoughtful and creative – someone who is willing to think differently about how to respond to an issue, with limited resources, to try different approaches or work with different partners to get the best outcomes whilst positively managing risk.

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

Positive

Honesty

Respectful

Flexible

Communicative

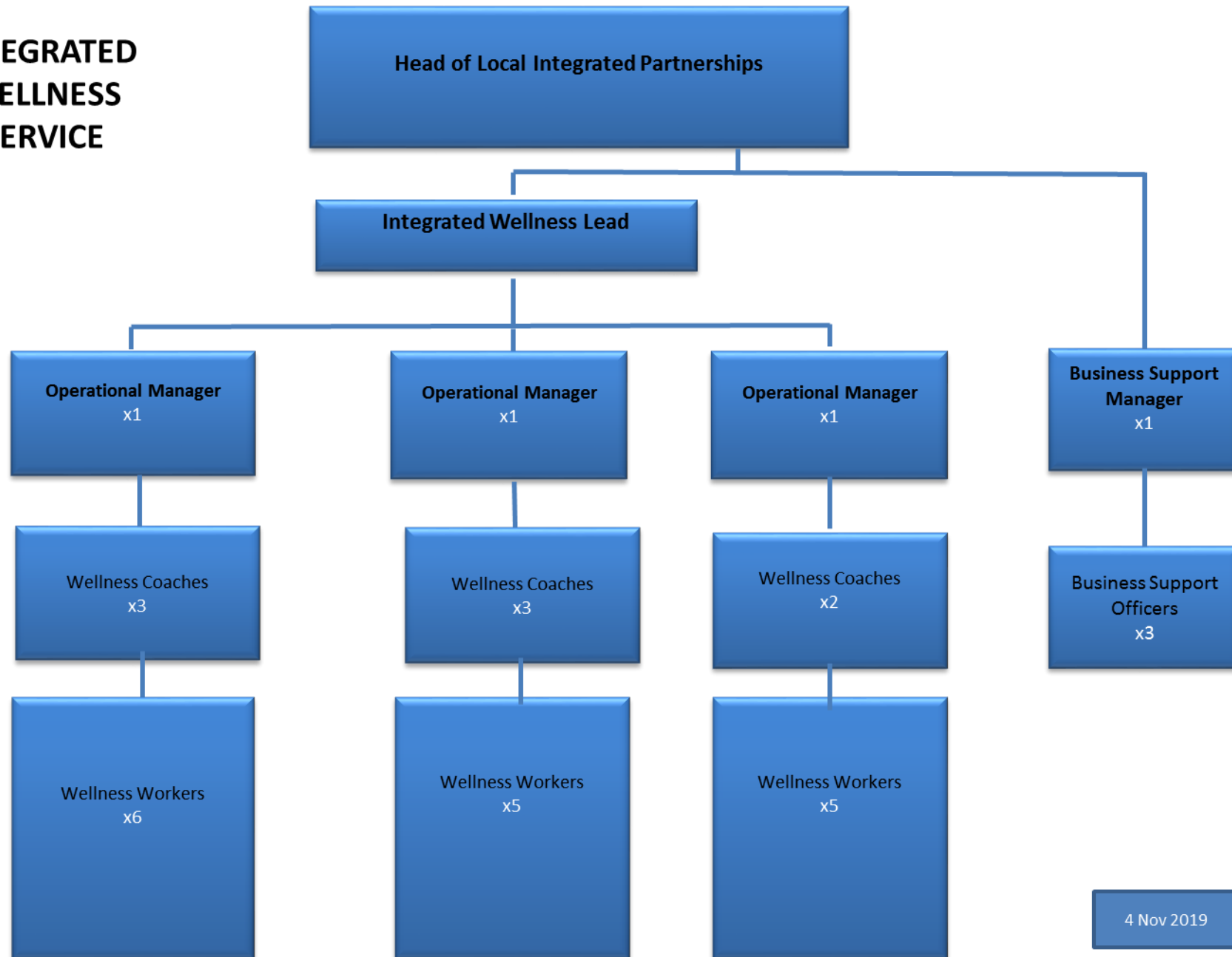
Supportive

You will also promote and role model the Council's Expectations of a New Council employee within the organisation

## Person Checklist

- Relevant health qualifications such as; smoking cessation L1/2 , weight management level 2/3, physical exercise qualifications and / or a substantial experience
- Skilled and experienced in delivering and advocating relationship based approaches
- A strong focus on the skills and assets of individuals and communities – not their deficits,
- Passionate about helping people in the community, strong interpersonal and problem-solving skills
- Personal resilience and flexible attitude in face of difficulties
- Empathic and able to relate to individuals, groups and organisations in a variety of different circumstances
- Knowledgeable and understanding of the issues affecting the lives of the target populations and the services, initiatives and policies that impact on them and a good understanding of diverse communities
- Knowledge and experience of working on projects
- Commitment to evidence-based practice and methodologies
- Up to date with trends in health and wellness, and willingness to regularly update skills and experience with a genuine interest in the topic
- Ability to work with people from a range of agencies and organisations to develop effective working relationships
- Ability & aptitude to measure and track outcomes
- Creative , flexible and supportive to volunteers, groups and individuals
- Ability to work in a political environment, support relationships with partners including primary care, housing mental health services and community groups.
  - Due to the nature of working with individuals and communities, an enhanced DBS check will be required, and undertaking safeguarding training
  - Willingness to work flexible hours, including evenings and weekends on occasion.
- Ability to travel to various locations in order to carry out the duties of the job.
- Ability to use recording systems and ensure data inputting is accurate.

# INTEGRATED WELLNESS SERVICE



4 Nov 2019