

Case Management Health Educator Job Description

Job Title	Case Management Health Educator
Salary	17.5hrs per week - £14.14 ph 2024)
Location	Across 5 Brent localities

Information about the Community Health Educator Project

This innovative Health Educator project aims to improve health awareness and management of health conditions of Brent residents with or at risk of developing long-term health conditions such as hypertension, cardiovascular and respiratory disease, obesity and diabetes.

It is part of the Brent Health Matters programme which aims to reduce health inequalities recognising the way we provide health and care services and engage with our residents, does not make it easy for people to access the care they need, or encourage the behaviours that would support healthier, happier lives.

Community Health educators are directly employed and managed by local voluntary sector partners and a joint project manager. Time allowing, they will occasionally work closely with BHM staff and locality teams.

Job Purpose:

- To ensure that 50 case studies are completed per quarter
 - To lead on supporting individuals who agree to ongoing support/case management with a health issue for 3 months, producing a short case study report
 - To ensure case management outcomes are recorded on the online database monthly
 - To take referrals from other health educators and to seek out other residents across all localities
 - To improve community engagement and involvement with residents in their locality, reaching out to local community and voluntary organisations to offer information and advice.
 - Inform and Support Residents at community events about the range of services, support, education and advice available to prevent illnesses.
 - Support residents with their management of long-term conditions and self-care eg Diabetes
 - Signpost and refer residents to other local services.
 - Feedback residents' concerns through team manager and BHM
1. To lead on supporting individuals who agree to ongoing support/case management with a health issue for 3 months, producing a short case study report
 2. To ensure case management outcomes are recorded on the online database monthly
 3. To take referrals from other health educators and to seek out other residents across all localities for case management
 4. To join other events and provide written and digital information to local people about health and wellbeing issues.
 5. To signpost local people to health and other services.
 6. They will signpost people to Diabetes Peer support groups or Digital Skills groups.
 7. Offer ongoing support to local people who wish to change their habits and improve their health

by phone or email.

8. To ensure those HEs employed for 10 hours pw or more follow up/case manage some residents for 3 months and complete 4 case studies a year.
9. To ensure those HEs employed for 9 hours per week or less identify and refer at least 2 patients a month willing to be followed up by the Case management health educator for support and case management with their health issue.
10. work with new/emerging, marginalised and seldom heard communities, and reach out to them in the best way possible.
11. attend BHM events in their locality or set up local events to improve communities' knowledge on health, promote healthy lifestyles and prevention.
12. They will advise people without a GP how to register.
13. They must record their interactions weekly including on an online database.
 - Number and type of events delivered (per locality)
 - The approximate number of residents engaged with (per locality)
 - No. of residents not registered with GP (per locality)
 - % of above supported to register with a GP
 - No. referred to case management caseload (per locality)
 - No. followed up
14. Attend a weekly online team meeting.
15. Support at BHM outreach events in their locality (to include as a minimum BMI, blood pressure, diabetes) after training
16. Participate in occasional BHM locality meetings (if Hours allows)
17. Participate in up to 6 training sessions on health inequalities.
18. They will ensure safeguarding, health and safety, and data protection of people they meet

PERSON SPECIFICATION

CRITERIA		ESSENTIAL	DESIRABLE
Personal Qualities & Attributes	Ability to listen, empathise with people and provide person-centred health advice and support in a non-judgemental way	X	
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	X	
	Commitment to reducing health inequalities and proactively working to reach people from all communities	X	
	Understanding of the importance of confidentiality	X	
	Understanding of information governance and GDPR	X	
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	X	
	Ability to communicate effectively, both verbally and in writing in English and other community languages, with people, community groups, partner agencies and stakeholders	X	
	Ability to identify risk and assess/manage risk when working with individuals	X	
	Team player able and willing to support colleagues	x	
	Have a strong awareness and understanding of when it is appropriate or necessary to signpost people to other health professionals/agencies,	X	
	Able to work from an asset-based approach, building on existing community and personal assets	X	
	Able to finish work tasks and meet deadlines	X	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	X	
	Able to communicate at all levels from patients to health professionals	X	
	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	X	
	Ability to work flexibly and enthusiastically within a team or on own initiative	X	
	Understanding of the needs of small volunteer-led community groups and ability to signpost them for support	X	
	Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	X	
Qualifications & Training	NVQ Level 3 or equivalent qualifications in health, social care, advice, wellbeing or related subjects	X	
	Demonstrable commitment to regular and ongoing professional and personal development	X	

	Training in motivational coaching and interviewing or equivalent experience		X
Experience	Substantial Experience of working directly in a community development context, adult health and social care setting, learning support or public health/health improvement (including unpaid work)	X	
	Experience of living and working in Brent		
	Substantial Experience of supporting people, their families and carers in a related role (including unpaid work)	X	
	Experience of working with the voluntary sector in paid or unpaid capacity including with volunteers or small community groups	X	
	Experience of data collection and providing monitoring information to assess the impact of services		X
Skills and knowledge	Knowledge of recent legislation and developments in health and social care, the Equality Act,	X	
	Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities	X	
	Knowledge of IT systems, including ability to use MS Word and Excel, emails and the internet to create simple plans and reports	X	
	Knowledge of voluntary sector and community services in the locality	x	
Other	Enhanced DBS check must show no serious/ recent convictions cautions or arrests	X	
	Willingness to work flexible hours when required to meet work demands	X	
	Ability to travel across the locality on a regular basis, including to visit people in their own homes	X	