

Northumberland County Council  
**JOB DESCRIPTION**

<b>Post Title: Psychological Wellbeing Coordinator</b>		<b>Service:</b> Human Resources		<b>Office Use</b>
<b>Band:</b> 7		<b>Workplace:</b> County Hall, Morpeth		JE Ref: 3891
<b>Responsible to:</b> Lead Health & Wellbeing Coordinator		<b>Date:</b> June 2021	<b>Manager Level:</b>	
<b>Job Purpose:</b> To act as the first point of contact to support employees with mental health issues and provide support to improve wellbeing, in line with Strategic objectives; to significantly help reduce the overall incidences of ill health within the organisation. To develop, promote, embed and sustain Health and Wellbeing within NCC in line with national and local priorities. To champion the importance of health and Wellbeing in the workplace. To develop new & impactful ways to respond to health priorities and to promote best practice and innovation with regard to the health and wellbeing of employees at NCC.				
<b>Resources</b>	Staff	None		
	Finance	Deal with invoices for health and wellbeing initiatives (goods to the value of up to £1,000)		
	Physical	Responsible for personal care and care of equipment and resources in regard to Health & wellbeing. Good I.T & keyboard skills. Ability to travel as the role is carried out on a county wide organisational basis. Use of sensitive data and personal information in regard to employee cases. Use of data such as sickness data, age profiles, departmental breakdowns.		
	Clients	Ensure compliance with relevant legislation, developing and ensuring that council policies and procedures reflect legislation and best practice. Close contact with employees and providing wellbeing support and guidance. As and when required contact with employee groups in relation to service need or development e.g. focus group, roadshows.		
<b>Duties and key result areas:</b>				
<div>1. Delivers a comprehensive range of health and well being services to provide advice and support to managers and employees to ensure that the Council adheres to best practice and current legislation.</div> <div>2. Acts as a first point of contact in providing Psychological Wellbeing advice and guidance to managers and employees in regards health and wellbeing initiatives, support available and medical intervention if required.</div> <div>3. Act as a triage/assessment point for employees with psychological wellbeing issues to advise pathway of support.</div> <div>4. Communicates sensitive and complex information to managers and employees covering a range of health &amp; wellbeing issues.</div> <div>5. To support and organise a programme of Health &amp; wellbeing promotional topics throughout the organisation.</div> <div>6. To support and prepare reports relating to Health &amp; Wellbeing via specified reporting mechanisms e.g. Workforce Committee, CLT</div> <div>7. Contribute to the strategic planning of Health and Well being</div> <div>8. Identify gaps in service provisions through needs analysis.</div> <div>9. Required to explain, persuade, influence, negotiate and use empathy and tact whilst dealing with managers, employees and trade union representatives.</div> <div>10. Supports the organisation in effectively managing all forms of absence in order to achieve significant reductions in sickness absence and other staffing costs as appropriate.</div> <div>11. Support the Lead H &amp; W Coordinator to design and carry out audit against predetermined Key Performance Indicators relevant to service provision and evaluate service development against agreed KPIs.</div> <div>12. Coordinates activities which include multidisciplinary meetings, interventions for employees, roadshows etc.</div> <div>13. Attends meetings in a prescribed timeframe to ensure the achievement of council performance measures both internally and externally.</div> <div>14. Propose changes to existing policies to enhance service development and delivery.</div> <div>15. Ability to use judgement to determine best approach or risks that may be associated with any aspect of Health &amp; Wellbeing provision.</div> <div>16. Support Lead H &amp; W Coordinator with communication strategy with relevant services to promote Health and Wellbeing</div> <div>17. Supports the implementation of the Council's HR Strategy/Workstreams and leads on designated projects/specialist areas as directed by HR line managers.</div>				

18. Devises and delivers training and development programmes to support policy implementation with the aim of assisting managers in their role of managing staff effectively. Help the County Council to implement a Health in All Policies Approach as set out in the HR/OD Strategic Plan.
19. Prepares management information to support the Health & Wellbeing policy and promotion of Health & Wellbeing.
20. Undertakes surveys and audits necessary to own work and specific audit projects to improve area of service.
21. Deliver both formal (teaching in a classroom to groups of staff) and informal training (usually 1:1 in the workplace or smaller groups such as managers meetings) in regards to health and Wellbeing projects.
22. To promote concepts of equality of opportunity and management of diversity, ensuring that practices are transparent and non-discriminatory.
23. Develop and maintain appropriate work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures
24. Provide support and advice to relevant officers across the Council in developing and implementing effective development programmes and supporting managers to embrace an ethos of developing people.
25. Develop and maintain positive collaborative relationships with all relevant internal and external stakeholders to ensure the successful delivery and implementation of strategic organisational development interventions within deadlines
26. Actively promote and represent the interests of the County Council in relation to service activities and policies at local, regional and national level, as appropriate.
27. Attend and contribute to relevant committees, meetings, seminars and participate in task groups as required.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

#### **Work Arrangements**

Physical requirements:	Sedentary office work with occasional need to stand, walk and lift.
Transport requirements:	Will involve travel to venues, area offices or training venues throughout the County and further afield on occasion.
Working patterns:	Normal office hours. Possible attendance at evening meetings.
Working conditions:	Mainly indoors

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**PERSON SPECIFICATION**

<b>Post Title:</b> <b>Psychological Wellbeing Officer</b>	<b>Service:</b> Human Resources	Ref: 3891
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
Degree level qualification in a discipline related to the post e.g nursing, health studies, project management. Existing knowledge of workplace mental health improvement initiatives and experience of external community based mental health support available. Hold a recognised mental health qualification. Knowledge in project management and promotional activities to diploma level or equivalent through training and experience Knowledge about legislation related to Health and Wellbeing	Specialist training such as Prince2 or Health promotion.	A/I/R
<b>Experience</b>		
Previous experience of working within a health environment. Experience of a multidisciplinary team Experience of audit. Experience of chairing meetings and meeting coordination. Knowledge and experience in supporting and improving workplace mental wellbeing	Knowledge/experience of working within a public sector/public health environment. Prior experience in health promotion and communication Teaching experience	A/I/R/T /P
<b>Skills and competencies</b>		
Ability to deal with sensitive issues in a professional, confidential and supportive manner on a daily basis Ability to hold difficult conversations and offer directive solutions to Senior Managers on frequent basis. Proficient with in depth knowledge of a range of relevant IT packages. Ability to interpret and translate detailed legislative information. Ability to judge and analyse appropriate courses of action when advising managers and staff. Ability to plan, prioritise and organise workload to meet conflicting and competing service needs. Demonstrate interpersonal skills with an ability to communicate, negotiate and influence a range of staff and management at all levels within the council with the ability to establish links with external organisations both verbally and written using the most appropriate mechanism for the achievement of required outcomes. Presentation skills and techniques and ability to facilitate large and small groups. Ability to work on own initiative whilst working to tight deadlines. Is an effective advocate for Health & Wellbeing and organisation both internally and externally. Maintains a professional demeanour in stressful and difficult situations. Ability to present new initiatives and report upon existing initiatives to senior officers (Executive Level).	Identifying important key stakeholders and encouraging collaborative working	I/R/T
<b>Physical, mental, emotional and environmental demands</b>		
Normally works from a seated position with some need to walk, bend or carry items. Need to maintain general awareness with lengthy periods of enhanced concentration. Pragmatic approach to deal with difficult and emotional situations. Emotional resilience to deal with mental health issues, confidentiality for employees Tenacity and resilience on a daily basis		I/R/Q

Exposure to sensitive, emotional and potentially upsetting scenarios with the ability to remain calm and act quickly in response to those situations on a frequent basis.		
<b>Motivation</b>		
Commitment to the values of the HR function and to professional development of self and others. Self Awareness Tact and diplomacy Personally receptive to change and effective as a change agent. Enjoy working as part of a team and take actions to promote positive team working. Committed to personal and professional development. Ability to work under pressure and to tight deadlines Dependable, reliable and keeps good time. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated		I/R/Q
<b>Other</b>		
Able to meet the transport requirements of the post		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits