

## **Wellbeing worker (Tobacco Dependency Advisor)**

**Salary:** Band 5 £25,652 to £27,363 per annum

**Contract:** Fixed term contract 4 years (6-month probation period applies)

**Hours:** 37 hours per week

**Location:** Civic Offices, Guildhall Square, Portsmouth

**This Role is based in the Office full time there is no hybrid working**

**Reporting to:** Team Leader

### **Public Health**

**"We want Portsmouth to be a healthy and happy city, in which each person has the education, care and support they need for their physical and mental health"** [\(Health and Wellbeing Strategy 2022 - 2030\)](#)

The Public Health Directorate plays a key role in achieving the city's ambitions by providing leadership and influence to improve the health and wellbeing of the people of Portsmouth. We do this by focusing on improving the health and wellbeing of our poorest residents fastest to reduce health inequalities. The service leads on delivering the Council's public health role and works closely with a range of colleagues within the Council and partners to optimise opportunities, such as Hampshire & Isle of Wight Integrated Care Board, the voluntary and community sector, the University of Portsmouth, businesses and local residents. As a service we take pride in our work by valuing others and focusing on areas where we can make a real and positive difference.

### **The Wellbeing Service**

People living in the most deprived communities in Portsmouth have poorer health outcomes and shorter life expectancy. Around two thirds of reduced life expectancy and health inequality in Portsmouth is caused by four conditions (cardio-vascular disease, cancer, liver disease and respiratory disease). These conditions are primarily associated with the four main risk factors known to impact health - specifically smoking, excess alcohol, unhealthy weight, and physical inactivity.

The Wellbeing Service supports individuals to modify behaviours, improve their health, increase life expectancy, and to reduce health inequalities for people in Portsmouth. The Wellbeing team provide services across the PO1 - PO6 locality in a range of venues including GP practices, hospital settings and community centres. In addition, the service provides telephone/virtual support. Some of the work undertaken will be targeting our most deprived communities, who suffer the greatest health inequalities.

We deliver a diverse range of services so our principles are created to best meet the needs of the service and our customers balanced with the needs of our staff.

Team Principles are setting out how, where, why and for what teams work. They have been collectively agreed and owned by the whole team to best meet the needs of the service and our customers/residents. Team Principles are reviewed regularly to ensure the service needs continue to be met in the most effective way.

## **What is the role?**

The role of Public Health Tobacco Dependency Advisors is to support the Public Health Directorate and senior management teams to assist Portsmouth City Council in meeting its public health obligations to protect, promote and improve the health of citizens and to reduce health inequalities.

Predominately supporting clients in smoking cessation over the telephone with the aim to support clients based on their individual needs to successfully quit smoking through use of pharmacotherapies or e-cigarettes.

You will work as part of a Team rota; work patterns typically involve 2 evening shifts per week (11am - 7pm as an example) Although primarily based within the Civic Offices you may be required to meet with clients in a variety of settings including community venues and clinics across Portsmouth (PO1 to PO6).

The objectives of this role are:

- Provide high quality smoking cessation support aligned to NCSCT guidelines including support planning, pharmacotherapy, and tobacco management.
- Ensure client session notes and caseload management is up to date and accurate including setting quit dates and quit outcomes.
- Support Service delivery when required delivering face to face support at drop ins and promotional events.
- Ensure calendar and caseload is managed to ensure capacity is always to its maximum level.
- Seek support from Senior Practitioners and delegated individuals where required.
- Partake in regular supervision and reflection to ensure continued personal development.

## **Who is the person?**

The post holder will be able to demonstrate that they have:

1. Experience in a customer service role in a range of settings including face to face, group, and telephone.
2. Good communication skills: the ability to converse at ease with customers and provide advice in accurate spoken English.
3. A passion, interest and ability to support broader issues that may be impacting an individual's current health or could prevent the patients' ability to manage their health in the future.
4. Knowledge of recognised behaviour change techniques and the ability to deliver health behaviour change, including guidance around tobacco dependency and electronic cigarettes would be an advantage.
5. Good interpersonal skills and can demonstrate effective team working as part of a multi-disciplinary team to support others to work effectively and meet the needs of the service.
6. Professional telephone manner with experience handling inbound and outbound calls.
7. Good time management and organisational skills with the ability to self-motivate and act on own's initiative to prioritise, organise and manage workload.
8. Good level of numeracy and literacy are essential.
9. Good data management and IT skills, including the use of Microsoft Outlook, Teams, Word and Excel. This will also include the use of the Wellbeing Service system, QuitManager.
10. To comply with local Safeguarding procedure and undertake training if required.

11. Have a commitment to equal opportunities.
12. Car driver or be able to travel to a range of locations within PO1-PO6 area.

No experience of smoking cessation support is required as training will be provided.

## **Portsmouth City Council**

Everything we do is guided by our values. They set who we are as people, what we stand for and how we act.

Our council values are:

- **Respect** – we treat everyone with respect, considering the feelings, wellbeing, safety, and rights of others.
- **Integrity** – we are accountable, can be trusted and take responsibility for our actions.
- **Collaboration** – we work together as a team and with our colleagues, residents, partners, and communities to achieve more.
- **Inclusive** – we recognise diversity, are open, fair and provide equal opportunity to all
- **People-focussed** – we put people first and ensure our customers are at the heart of everything we do.

## **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).