



BAME Health Worker Service Team Health Worker

Job Title:	(Health Worker Service Team) Health Worker
Grade:	£8.50 per hour
Hours:	12hrs (some out of hours working will be required)
Location:	Based at Wirral Multicultural Organisation (WMO) Post will also operate across various locations within community including GP Practices
Contract:	Fixed term up to March 31 st 2019 (the post maybe extended subject to funding)
Responsible to:	Health Worker Service team – Service Coordinator

JOB PURPOSE

The Health Worker Service Team (HST) will engage with local BAME communities particularly the more isolated, ageing individuals, and those likely to suffer from long term conditions to provide health promotion and prevention advice with a view to encouraging and supporting attendance at primary care services and screening appointments. The service will help people access local health care services to support early detection and management of identified medical conditions.

The team will be expected to work with relevant professionals to provide clients with timely information and promote appropriate access to primary and acute health care services as part of admission prevention initiatives.

The service will be provided from a number of agreed based including WMO centre, community and faith sector venues, and primary care premises. The team will also operate on an outreach basis as part of client engagement.

The Health Worker will work as part of a small Multilingual Health Worker Team who will support Wirral CCG commissioned primary care services to engage with BAME communities to achieve service aims through;

- Improved engagement of BAME communities with services for detection and management of key disease areas experienced by BAME populations.
- Provision of advice and support to BAME communities in accessing appropriate healthcare services including primary and acute care services.
- Provision of relevant health improvement advice, support and aftercare to BAME communities.
- Identification and engagement with isolated and ageing members of the BAME community including those likely to suffer from long term conditions to help them access existing health care services.



The Health Worker will:-

Service Coordination and Pathway Development

1. Working across Wirral to support the development of effective service links and pathways with primary care teams and other professionals to deliver the service.
2. Work with Health Service providers to ensure health improvement materials are made available in different formats and languages.
3. Work with Primary Care professionals and BAME populations to plan and deliver relevant targeted campaigns including engaging with clients who do not routinely attend appointments and those with identified pathology.
4. Establish working relationships with GP practices and primary carer professionals to assist in arranging client appointments and supporting attendance.

Client Engagement and Contact

1. Establish and Implement a variety of engagements mechanisms to make contact with and ensure relevant BAME communities access the service.
2. Ensure initial engagement interviews are undertaken with BAME clients to establish primary health history and presenting health need.
3. Provide health lifestyle advice to those identified at risk and support them to access primary care services for follow up.
4. Raise awareness of the service and of primary care services to BAME populations encouraging access to regular health check and other appointments and screening programmes.
5. Develop and maintain working links with other relevant health improvement projects and services to improve integration of client pathway and signpost clients to services as necessary.

Care Planning and Record Keeping

1. Ensure that initial care/action plans are established with all relevant clients and relevant client information is communicated to the client and GP for appointment review and follow up.
2. Ensure that relevant referral information is received from local practices and recorded to support client attendance for appointments and to update client care/action plans.
3. Ensure that confidential client records are collected and maintained and adhere and contribute to the development of relevant data sharing protocols.
4. Provide associated translation and interpretation support to BAME communities as part of ongoing engagement and involvement with the service.
5. Translation and interpretation is delivered as part of this role.
6. Support primary care professionals to assist them to make referral to WMO's translation service for additional booked appointments.
7. Encourage positive client experience by inviting and client involvement and feedback on the development and delivery of the service using various involvement methods.
8. Keep adequate records of the work undertaken as agreed with line manager and assist in the evaluation of service outcomes.



Training, Quality and Performance

1. To ensure attendance on relevant professional development courses and meetings to help deliver the service and maintain and improve service standards.
2. Ensure all service performance targets and standards are met and reported monthly to the WMO Manager and NHS Commissioners.
3. Take an active part in developing own knowledge and skills of work procedures and practices some of which may not be routine in nature.
4. Adhere to and ensure all service staff are duly trained and follow all appropriate organisational policies, procedures and good practice guides including e.g. health & safety and safeguarding, client confidentiality and data protection.

Job Dimensions:

The Health Worker will be expected to work as part of a team to support other Health Workers deliver the service providing cover as necessary. There will be no direct budgetary responsibilities.

Manage and organise own time and activities to support individuals in the community including the coordination of resources between agencies where appropriate.

Organisation Chart

