**Engagement and Educational Peer Worker Job Description**

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| 1. **JOB IDENTIFICATION**   **Job Title: Engagement and Educational Peer Worker**  **Responsible to: Peer Co-Ordinator**  **Department: Equality and Human Rights Team (EHRT)**  **Directorate: Public Health**  **Job Reference:**  **No of Posts: 8**  **Date Posted:** |
| **2. JOB PURPOSE** |
| * The post holder will take part in a programme of activity to engage with communities on the delivery of the vaccination programme to better understand people’s experience of this and barriers they face. * They will maximise the contact with communities who find it hard to engage with NHSGGC services and support them to do so. * Engage with their local communities, gather feedback on specified issues and bring intelligence back to EHRT/PEPI on specific topics. * Provide information on vaccines and how to access accurate information. * Address poverty, taking a human rights approach.   Information from this work will be used to help NHSGGC continue to deliver an effective vaccination programme to communities across NHSGGC.  The post holder will be line managed by the Peer Support Co-ordinator and will have ongoing support and guidance for the duration of the program. |
| **3. ROLE OF DEPARTMENT** |
| The Public Health Directorate provides a range of services to a population of 1.2 million covering 6 local authority areas, i.e. Inverclyde, Renfrewshire, East Renfrewshire, the City of Glasgow, East Dunbartonshire and West Dunbartonshire. Glasgow and Clyde have areas of great social need, deprivation and also an increasing diversity of black and ethnic minority groups.  The role of the Public Health Directorate is to provide a clear and effective focus in the prevention of ill health and on the improvement of wellbeing in order to increase the healthy life expectancy of the whole population, reduce health inequalities and achieve health equity. To achieve this, NHSGGC launched its 10-year “Turning the Tide” strategy to understand and prevent risks to our population’s health and become an exemplar in Public Health.  The Equalities and Human Rights Team was established in April 2006 to design and implement a process of culture change across NHSGGC to address health inequalities and discrimination in a systematic way thus enabling it to better meet the needs of individual patients and populations. This was borne out of a recognition that addressing widening health inequalities is fundamental to the delivery of NHSGGC’s core business but that the current medical model of the NHS is limited in its ability to respond effectively to the causes and consequences of inequality and discrimination. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| The Peer workers test of change will also be overseen by NHSGGC’s Patient Experience and Public Involvement Team (PEPI). The PEPI Team are a support and advisory function to the Board to ensure that the patient and carer voice and understanding what matters to them is at the heart of all service planning, improvements and developments. The PEPI Team works to enable people to get involved and share their views and experiences by utilising a range of tools and approaches to ensure a person centred approach to how we improve, design and deliver services based on the needs of people and communities. The team is responsible for conveying patient and carer views to senior management, the Board and partner agencies.  The Peer Workers will work with communities of interest such as BME communities and people living in poverty to make a difference to the patient experience and health outcomes in relation to inequalities and the delivery of the vaccination programme.  Support the ongoing patient engagement provision within the Autumn/Winter vaccination programme,  understanding barriers to vaccine take-up and providing information on vaccines, poverty and access to NHSGGC services.  Maximise the contact with communities who find it hard to engage with NHSGGC routine engagement activity and support them to do so.  The post holder will report to the Peer Support Co-ordinator. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Participate in training and personal development sessions. * Undertake community engagement to understand the experience of and hesitancy towards vaccination among individuals from black and minority ethnic groups, with initial focus on African communities, Black British communities, South Asian communities, Chinese communities and Eastern European communities. * Involve community organisations/individuals from black and minority ethnic communities in the planning and development of approaches to ensure potential difficulties in participating in vaccination programmes can be overcome. * Work in partnership with third sector and voluntary organisations, HSCP Health Improvement Teams and wider Public Health Directorate colleagues to develop, deliver and coordinate community engagement and capacity building with black and minority ethnic groups in relation to vaccination uptake. * Be responsible for analysis of health and inequalities data and related health information to identify the health needs of inequality groups in order to inform policy and practice in a targeted way. * Gather feedback on specified issues and bring intelligence back to EHRT/PEPI on specific topics. * Develop and utilise expertise on aspects of inequality in order to inform delegated areas of work. * Signpost to support available, particularly advice on how to maximise income to mitigate the impact of poverty. * Evaluate programmes of work or approaches to support the development of inequalities sensitive practice to improve service interventions and outcomes for patients and clients. * The post holder will ensure that all their areas of responsibility are non-discriminatory and promote best practice on addressing inequality and equity of access across all inequalities strands |
| **7. EQUIPMENT AND MACHINERY**  Microsoft Word  Adobe Acrobat  Microsoft PowerPoint  E-Library  Outlook (email system)  Intranet and Internet  Photocopier  Document Scanner  Fax Machine  Develop research and information databases  Website Development |
| **8. DECISIONS AND JUDGEMENTS** |
| The post holder is required to have expert knowledge in the field of inequalities and health in general and specific aspects of inequalities as required and as such to act autonomously as a champion and spokesperson within the organization  The post holder must be able to identify best practice based on current evidence and use this to inform approaches to inequalities sensitive practice.  The post holder must deal with highly complex, sensitive or contentious information and be able to make judgements on risks to the organisation e.g. non-compliance with equalities and human rights legislation.  The post holder must be able to present complex and contested arguments confidently and persuasively using available evidence.  The post holder will work with autonomy and limited supervision on delegated areas of work.  The post holder is expected to manage themselves, people and resources ethically. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to develop the necessary relationships to support aspects of the Equality and Humans Rights Team operational plan including one to one and group relationships.  The post-holder is required to have an ability to present complex and contested arguments confidently, persuasively and utilizing available evidence from a range of diverse academic disciplines.  The post holder is expected to communicate across a range of NHS settings, with external groups e.g. patient representative groups and with national organisations e.g. Commission for Equality and Human Rights.  The post holder will be required to understand and work with identified learning institutions to develop aspects of training on inequalities.  The post-holder will be required to develop effective working relationships with service managers and health practitioners to ensure delivery of changes to practice on inequalities.  The post holder must have a good level of written and oral communication skills, including public speaking, negotiation and influencing skills and report writing. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Effort**  Peer Workers will be required to travel to events and meetings throughout Greater Glasgow and Clyde.  **Emotional Effort**  Working on the consequences of inequality e.g. gender based violence, racism, sexual abuse, poverty, discrimination and prejudice on disability, age, sexual orientation, transgender etc. on a daily basis with managers, clinicians and often in consultation can be emotionally harrowing  The contested nature of the work involved in this post is likely to create potentially emotionally demanding situations which the post holder will be required to manage on a regular basis.  The post holder is required to communicate effectively to a range of audiences and has  to review continually their effectiveness and credibility as a communicator by dealing with  both positive and challenging feedback from managers and peers.  Use personal experiences to assist others.  **Mental Effort**  Translating expert knowledge into formats and tools to aid the development of the organization will require intense and sustained concentration on a frequent basis.  The post holder will also have to deal with interruptions and have to switch between tasks over the course of any given day.  The range of responsibilities expected of this post require conceptually complex arguments to be presented to a number of different audiences, often during the course of a single day.  Leading a range of projects and programmes often over a sustained period of time alongside the range of other duties will be intellectually and mentally demanding  Regular contact with a large number of different types of individuals is required via project meetings, focus groups, phone conversations and e-mail |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| The post holder will be helping to develop a new role within the service.  May have encountered similar barriers to those faced by their peers.  Building trust within local communities.  Maintaining good relationships with peers and community groups to enable open and honest discussions. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Experience**  • Experience of working on relevant inequalities issues e.g. race, gender, disability, sexual orientation, religion and belief, age, social class or socio-economic inequality.  • Partnership working, negotiation and problem-solving skills.  • Experience of working with groups and facilitating group development.  **Knowledge**  • Sound understanding of theory underpinning inequalities and its impact on health.  • Sound understanding of the inequalities and health policy agenda.  • Community engagement and empowerment principles.  **Skills**  • Training, facilitation and group work knowledge and skills.  • Good written and verbal communication skills.  • Research and evaluation skills.  • Organisational and time-management skills.  • Project management.  • IT skills.  The above duties and responsibilities are intended to represent current priorities and are not  meant to be a conclusive list. The post holder may from time to time be asked to undertake  other reasonable duties. Any changes will be made in discussion with the post holder in line with service needs. |
| **13. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature: Date:  Head of Department Signature: Date : |