

**SCOTTISH AMBULANCE SERVICE**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION** | |
| **Job Title:** | **Wellbeing Lead** |
| **Department:** | Organisational Development & Wellbeing,  Workforce Directorate |
| **Job Description Reference:** |  |
| **No. of Job Holders:** | 1.6  (There is currently one Wellbeing Lead in post and this post is for an additional 0.6 WTE Wellbeing Lead). |
| 1. **JOB PURPOSE** | |
| The post holder takes a lead role in the delivery of our Health & Wellbeing Strategy, including the planning, implementation, reporting and evaluation of organisation-wide initiatives and activities that enable our people to feel healthy, well, valued, supported and contribute to achieving a positive staff experience. This includes leading a range of initiatives across all three components of the strategy:- Healthy Mind, Healthy Body & Healthy Workplace.  This is a national post providing specialist wellbeing advice and support to employees, collaborating with leaders, individuals, teams and groups to deliver local and national wellbeing priorities that strive to continually improve our people’s health, wellbeing and experience at work.  The post holder plays a key role in mainstreaming wellbeing into our business as usual activity and takes a proactive, health promotion and early intervention approach to staff welfare, health & wellbeing. | |
| 1. **SCOPE & RANGE** | |
| The post holder reports directly to the Head of Organisational Development & Wellbeing in a department comprised of the following functions:   * Organisational development with four portfolios of:   + Leadership & Management Development   + Career Development   + Culture Development   + Staff Experience * Health and wellbeing   The post holder works autonomously but interdependently with the OD Team and collaborates closely with Health & Safety, HR & Employee Relations & Workforce Analytics colleagues & other Directorate departments, local Management Teams and Senior Leaders to achieve set outcomes in an environment with a high level of complexity & ambiguity.  The post holder will take a lead in implementing specific health and wellbeing initiatives and programmes in accordance with the Health & Wellbeing Strategy and will take an active role in developing and implementing the next version of our Health & Wellbeing Strategy 2024-27.  The post holder actively engages in national networks & working groups representing the Scottish Ambulance Service at national meetings that support the health and wellbeing agenda.  The post holder has no direct budgetary control but influences budget spend and manages budgets associated with specific programmes and external contractors as relevant.  The post holder deputises for the Head of OD & Wellbeing in key health and wellbeing fora and meetings as required. | |
| 1. **ORGANISATIONAL POSITION** | |
| Director of Workforce  Head of Organisational Development & Wellbeing  Head of Human Resources & Employee Relations  Head of Health & Safety  Head of Workforce Systems & Analytics  Wellbeing Lead x 1 WTE  **Wellbeing Lead x 0.6 WTE (this post)**  **(This post)**  OD Leads x 4 | |
| 1. **MAIN RESPONSIBILITIES / KEY RESULT AREAS** | |
| **Wellbeing Advice & Support**   * Have a passion for health and wellbeing and take a proactive, early intervention approach to addressing staff health and wellbeing needs in the Service * Be an approachable, engaging, known point of contact for wellbeing and welfare advice and support * Utilise in-depth knowledge and understanding of health & wellbeing resources, services and provision within the Scottish Ambulance Service and wider Health & Social care to enable staff, managers and teams to access the right support when they need it * Utilise evidence-based knowledge and known interventions to increase personal resilience within the workforce   **Health & Wellbeing Strategy Implementation**   * Lead the development & implementation of our Health & Wellbeing Strategy 2024-27, adapting and adjusting plans accordingly to address changing needs in a complex environment.   This will include initiatives and support:   * + Along a mental health continuum from building resilience and promoting positive mental health to trauma management and suicide prevention & postvention in our Healthy Mind workstream   + Promoting physical health & wellbeing with an emphasis on prevention & early intervention in our Healthy Body workstream   + Contributing to creating a great place to work in our Healthy Workplace workstream. * Actively seek employee and staff side views and feedback regarding health & wellbeing activity and initiatives across the Service, in order to continually improve what we do and our employees’ experience within the Scottish Ambulance Service. * Analyse and interpret wellbeing data and collate staff stories, reporting and presenting key information at Governance Committees and Board meetings. * Design, develop and implement creative and engaging approaches to health promotion activity with an annual calendar of wellbeing activities, campaigns and events. * Work alongside workforce analytics colleagues to develop measurable outcomes for health and wellbeing activity & initiatives and evaluate the impact of our strategy. * Implement a communications plan utilising a wide range of methods to effectively promote, communicate and interact with our workforce regarding health & wellbeing initiatives and activity.   **Influencing & Collaboration**   * Work effectively as a team player within the wider OD & Wellbeing Team and Workforce Directorate departments, collaborating with colleagues across the organisation to mainstream health & wellbeing in the workplace and achieve local & strategic health and wellbeing objectives * Support colleagues to further develop and establish our Wellbeing Network that collectively and proactively influences and develops sustainable improvements to employee health and wellbeing in the Service. * Work collaboratively with partners across Health & Social Care, UK Ambulance Services, Police Scotland, Scottish Fire & Rescue Service and other public and third sector organisations to stay abreast of latest thinking, share best practice and collaborate on joint health & wellbeing programmes as appropriate. | |
| 1. **SYSTEMS & EQUIPMENT** | |
| Extensive use of Microsoft Office Package – Outlook, Word, Excel, PowerPoint to manage and develop wellbeing communications, high quality presentations and reports.  Regular use of laptop, audio visual aids and standard office equipment.  Extensive use of MS Teams and ability to deliver interactive health & wellbeing interventions in a blended approach of virtual and face-to-face delivery.  Use of information and data systems to store, capture and utilise data and information applicable to the Wellbeing Lead role. | |
| 1. **DECISIONS & JUDGEMENTS** | |
| The post holder will have and continue to develop and maintain an extensive knowledge and understanding of the research and evidence based resources, tools and techniques that support and improve staff health, wellbeing and welfare.  Skilled in analysing complex information, the post holder will be required to transform national policy, strategy or specialist information into practical implementation, advising key stakeholders on the best course of action and ensuring accurate understanding at all levels of the organisation.  The post holder requires a level of project management skills to enable reporting and review of progress and outcomes by the Head of OD & Wellbeing, Directors, Programme Boards and Governance Committees as appropriate.  The post holder has a high degree of autonomy and freedom to work on their own initiative, managing and prioritising their workload whilst operating within agreed objectives, set timescales and professional standards. | |
| 1. **COMMUNICATION & RELATIONSHIPS** | |
| The post holder requires an engaging, approachable and inclusive style with excellent communication and interpersonal skills, actively listening to build rapport and effective working relationships. The ability to gain and build trust and confidence quickly is crucial with a high level of self-awareness and emotional intelligence.  Effectively influencing at all levels of the organisation requires a deep understanding of the challenging operating environment within the Service, the pressures and demands placed on stakeholders and the political context in which they operate.  The post holder is skilled in analysing and managing highly complex and sensitive information, translating and presenting it in a way that is understandable and appropriate for the intended audience.  The post holder delivers presentations and facilitates meetings and workshops in relation to health and wellbeing to a wide range of stakeholders.  The post holder works effectively in a team setting, building strong working relationships and networks that facilitates partnership working and collaboration. Key relationships will be developed with a wide range of stakeholders including, but not limited to: Directors, the Board, Senior Leadership Teams and Heads of Department/Services, Directorate colleagues, our workforce, representatives of Trade Unions, Scottish Government, colleagues in Health & Social Care, Police Scotland, Scottish Fire & Rescue Service, Prison Services, external agencies, consultancies, public bodies and Third sector. | |
| 1. **PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB** | |
| **Physical**   * Keyboard skills * Sitting for long periods of time when working with ICT equipment e.g. producing reports or participating in meetings * Moving & handling light equipment * Regular driving with occasional long journeys across Scotland – a full current driving license is required for the role   **Mental**   * Co-ordinating simultaneous activities, managing competing priorities and frequently reprioritising workload in a fluid work environment * Concentrating occasionally for prolonged periods and thinking creatively over sustained periods of time * Ability to produce reports and papers to a high standard, often working to tight deadlines * Dealing with regular interruptions that may require immediate action   **Emotional**   * Supporting individuals and teams that work in very challenging environments or who have experienced significant trauma * Supporting bereaved individuals and teams who have lost a work colleague * Dealing with conflict situations, challenging behaviours or attitudes e.g. emotionally charged meetings * Positively dealing with negative situations and emotions | |
| 1. **MOST CHALLENGING / DIFFICULT PARTS OF THE JOB** | |
| * Working with influence, rather than authority to progress the staff health and wellbeing agenda * Maintaining a high level of personal resilience in a highly demanding & unpredictable environment * Challenging inappropriate behaviours regardless of role and position in the organisation * Developing flexible and adaptive approaches and practices that enable objectives to be achieved whilst operating in an uncertain, ambiguous and rapidly changing environment * Managing competing priorities and demands to provide stakeholder satisfaction at all levels * Influencing and promoting change in a unionised environment | |
| 1. **KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB** | |
| * Degree level qualification or experience that demonstrates this level of knowledge and learning * Post graduate qualification in health and wellbeing related discipline or experience that demonstrates this level of knowledge and learning * Accredited qualification in mental health, counselling or coaching with extensive experience of supporting others on a 1-1 or team basis * Qualification in trauma management e.g. Trauma risk management (TRiM), Critical Incident Stress Management * Significant experience and success in a wellbeing role, implementing organisation wide health and wellbeing initiatives in a complex and often uncertain environment within the public, private and/or third sector * A high degree of self-awareness, emotional intelligence and personal resilience * Highly developed interpersonal skills with a caring, engaging and approachable manner * Professional, inclusive and a role model in demonstrating the Service values * Strong ability to develop the trust, credibility and working relationships that enable and influence effective implementation of health & wellbeing initiatives at all levels throughout the organisation * In-depth knowledge and understanding of the challenges employees face working in an emergency services environment * Extensive knowledge and understanding of practices and approaches that promote employee health and wellbeing, build personal resilience and contribute to positive staff experience * Committed to keeping abreast of latest health & wellbeing best practice & thinking and developing own continuing professional development in this area * Research and data analysis skills to inform the design and development of health and wellbeing initiatives and programmes * Ability to develop creative and innovative ways to implement and embed health and wellbeing initiatives and activities * Ability to effectively lead, co-ordinate and inspire groups of individuals without having line management responsibility for them * Ability to work flexibly and adaptively to effectively manage ambiguity, competing priorities and deliver to tight deadlines * Experience of effective collaboration across agency and professional boundaries to achieve joint objectives | |
| 1. **JOB DESCRIPTION AGREEMENT** | |
| **Job Holder’s Signature: Date:**  **Head of Department Signature: Date:** | |