

Level 3 Community Health and Well-being Worker

DURATION

14

MONTHS

Community Health and Well-being Workers may work in different organisations and are commissioned by a range of agencies, including local government, the NHS, and other funders such as voluntary, community and social enterprise (VCSE) organisations. The role of a Community Health and Well-being Worker is to understand local provision, develop relationships with individuals, communities and supporting organisations, and build on individual and community strengths to enable people to achieve what matters to them regarding their health and well-being.

You will be working in the rapidly expanding workforce who work in partnership with individuals and their communities to identify and address health and well-being needs, improve health, prevent ill-health and reduce inequalities.

This Apprenticeship is suitable for the following job roles- Care or Service Navigator, Community Connector or Community Care Worker, Community Health Champion, Health Trainer, Live Well Coach and Social Prescribing Link Worker.

How we deliver this Apprenticeship

This Apprenticeship is delivered on a virtual basis, with an observation of practice, in your workplace by your own dedicated expert Clinical Healthcare tutor.

They will meet with you every month (virtually) to provide teaching and training to help you develop new knowledge and skills and guide you through the programme.

They will then assess your competence by observing you applying the new skills at work and helping you develop a portfolio of evidence to prove you have met the requirements of the Apprenticeship.

Qualifications included in this Apprenticeship

- Community Health and Well-being Worker Apprenticeship Standard'

Functional Skills

- Level 2 Functional Skills in English and maths (if required)

Progression

This Apprenticeship provides the foundation for progression into a number of career paths in the health and science sector including Public Health Practitioner, Operations Manager, Project Manager and Sector-specific Lead/Management roles. You can also progress onto the Level 5 Coaching Professional Apprenticeship Standard to become a Health and Well-being Coach.



The knowledge and understanding you will develop

Promoting health and well-being

- Understand the wider social determinants of health and their impact on the physical, mental and emotional well-being of individuals, families and communities
- Understand the causes of mental, emotional, and physical ill-health, long-term conditions, disability and premature death in the local community, their risk factors, and the opportunities for prevention and management
- Understand the negative and positive impact that different agencies can have on improving health and well-being
- Understand how psychological, behavioural and cultural factors contribute to the physical and mental health of people, and how these can impact on others
- Understand health inequalities and how these impact on physical, mental, and emotional health and well-being

Working with local communities

- The importance of the most up-to-date evidence base informing the creation of inclusive community development approaches that improve the health and well-being of communities
- Understand the importance of building partnerships and connections with individuals, groups, and communities
- National guidance on the engagement and management of volunteers and how their rights and welfare are protected
- How to recognise the suitability of non-statutory community and voluntary groups and services to support people's health and well-being needs, and local protocols for service appraisal and risk assessment
- Understand the concepts and theories underpinning a strengths or asset-based approach

Support local services and projects with health and well-being

- Understand the local and national statutory organisations and agencies that deliver public services (including education, housing, welfare, justice, health and care) and how they are funded
- Understand the different local and national voluntary and charity organisations and their role in the provision of services available to the public for different issues, such as managing debt, reporting crime, domestic abuse, accessing government services online, tackling social isolation, bereavement support, promoting good mental health and well-being
- How to map services and other resources available to a community by taking a strengths or asset-based approach while also recognising gaps in provision
- Local criteria for referring people into the service, signposting, and local referral systems and protocols
- Relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping, to inform practice

Safeguarding

- Understand the nature and boundaries of the role when representing the interests of people using the service, and procedures for escalation or seeking advice for those at risk, including safeguarding protocols
- How to manage relationships in a referral pathway, the expectations of the referrer, and the person being referred
- How to build a rapport with people and groups to elicit information about their health and well-being concerns, and to offer further information to them
- How to acknowledge and respect an individual's priorities in relation to their health and well-being, and understanding their right to refuse advice and information

People and health & well-being improvement

- The behaviour change principles and theories that underpin health improvement activity
- The types of evidenced-based behaviour change tools and techniques (e.g., those that include capability, motivation, opportunity, and action planning) that can be applied to behaviour change interventions
- The concepts and theories relating to engagement, empowerment, co-design, and person-centred approaches and their importance for all aspects of mental, emotional and physical health and well-being
- The difference between enabling people to make their own changes and solve their own problems, and encouraging dependency

Promote health and well-being at community level

- Different types of community and their defining characteristics, including cultural and faith-based factors
- National and local strategies and policies to improve health outcomes and address health inequalities
- The local demand on services based on health needs, and the different public and voluntary sector services available in the community to help to meet those needs
- The importance of the evidence base in forming strategies, policies and interventions to improve health and well-being
- How cultural and faith-based differences can impact the implementation of evidence-based interventions

Communication

- The current health messages aimed at the public and the evidenced-based rationale for those messages
- Different components of interpersonal communication such as non-verbal, para-verbal, and active listening
- Barriers to communication that may affect a person's understanding of health messages and strategies for overcoming these (barriers could include sensory disability, neurodiversity, low levels of literacy or health literacy, language, or culture)
- The use of different communication methods in the promotion of health messages to a wide audience, including through social media and other digital technologies

Manage data and information

- Understand the different population level or public health data and information used to identify priorities and measure community health outcomes
- Understand the different tools and data used to measure changes in people's health and well-being at an individual and community level
- Why it is important to gain people's consent and recording personal data and information securely in line with service protocols
- The different types of data and information and different types of evaluation used to assess the impact and effectiveness of services and interventions

The protection of the public's health and well-being

- Relevant legislation and how it influences policies and protocols, when promoting or protecting community health such as Health Protection legislation
- Why it is important to manage people's expectations regarding the scope and availability of the service and how it can be accessed
- Ethical implications and guidance relating to public health practice, such as the impact of public health measures on civil liberties

Personal and professional development

- The importance of keeping up to date with developments in population health and community health and well-being (continuing professional development)
- The importance of training in policies and protocols that ensure safety of self and service users, when work is often unsupervised or in remote locations
- The importance of appraisal, training and ongoing review including ways to give and receive feedback



The skills you will learn to apply in your work

Responsibilities and duty of the role

- Recognise, and help others to also recognise, the factors that impact on a person's health and well-being that they can or cannot control or influence
- Assist individuals, groups and communities to recognise their needs, what is important to them, and their strengths in relation to their health and well-being
- Help people, groups and communities to identify and address barriers that can be overcome to achieve better health and well-being

Teamworking

- Work with people and communities to identify and access local resources and assets that support their health and well-being
- Work with people and communities so that they continue to make changes and solve problems on their own
- Build partnerships and connections with local people, groups and organisations to reach shared solutions to local needs or issues
- Work with support or supervise people working as volunteers whilst recognising the boundaries of their roles
- Recognise whether non-statutory community and voluntary groups and services are safe and sustainable to support people's health and well-being needs, and escalate any concerns
- Identify where different organisations collaborate successfully or interface seamlessly and build on these strengths to extend provision
- Identify and highlight competition or conflict between services where this does not work in the interests of the local community or works against the best use of local assets
- Research local provision, including online, for a wide range of interventions, projects and services that can support individuals and communities who are seeking to better manage their health and well-being
- Keep information on local and digital provision up to date
- Identify barriers preventing individuals from accessing local services, including how services are promoted or communicated
- Work in partnership with people and groups when implementing policies and protocols in their communities
- Recognise when the support needs of people or communities are beyond the scope of the role, and escalate in a timely manner particularly if a person is 'at risk'
- Facilitate access to and promote services delivered by a range of public and voluntary sector agencies in the community, and services that are accessible digitally or online

Safeguarding

- Receive and manage referrals, recognising appropriate and inappropriate referrals and how and when to escalate or refer on to a more appropriate service
- Manage people's personal data safely and securely when completing and storing records or sharing data
- Recognise when someone is in distress or crisis and how to ensure that the right support is available for them at the point of need
- Develop relationships with referrers and referring agencies to ensure appropriate referrals are made and the service offer is understood

Support, educate and enable individuals with their health and well-being

- Manage a caseload and potential waiting lists and be able to prioritise in line with service guidance
- Help people to identify the key issues impacting on their health and well-being, actively listening to a person's story without judgement
- Work with individuals or groups to navigate health-related and service-related information to make decisions about their health and wellbeing
- Work with individuals and groups who want to make changes to their behaviours and lifestyle choices to improve their health and well-being
- Use behaviour change tools and techniques to develop and agree a plan of action, or set goals with a person to help them to address the issues and priorities they have identified regarding their health and well-being
- Help people to review and access services relevant to them and their needs to optimise access and choice, including services that can address wider issues (such as social, financial or environmental) affecting their health and well-being
- Review progress with an individual and agree an end point or closure regarding their engagement with the service
- Represent the interests of people when engaging with service providers, while managing expectations regarding service availability and access

Equality, Diversity & Inclusion

- Deliver interventions that meet the needs of local communities including the consideration of cultural and faith-based factors
- Support local communities through the implementation of strategies and policies that improve health outcomes and address health inequalities
- Facilitate access to and promote services delivered by a range of public and voluntary sector agencies in the community, and services that are accessible digitally or online
- Apply the most recent evidence to improve the effectiveness of strategies, policies and interventions
- Identify and apply ethical frameworks and guidance relevant to practice in public or population health

Communication

- Communicate complex public health messages to people in a way that is relevant and meaningful to them
- Communicate with people from a wide range of backgrounds, including professionals from different sectors, and citizens of different cultures
- Facilitate consistent and helpful communications for people to make local services easier to understand and access
- Facilitate communication and collaboration between people, communities and service providers where better connections and networks would support easier access and better provision
- Act in accordance with relevant legislation, local policies and protocols regarding information governance, data security, data sharing and record keeping when handling people's personal data and information
- Use different types of data and information to identify priorities and

measure health outcomes

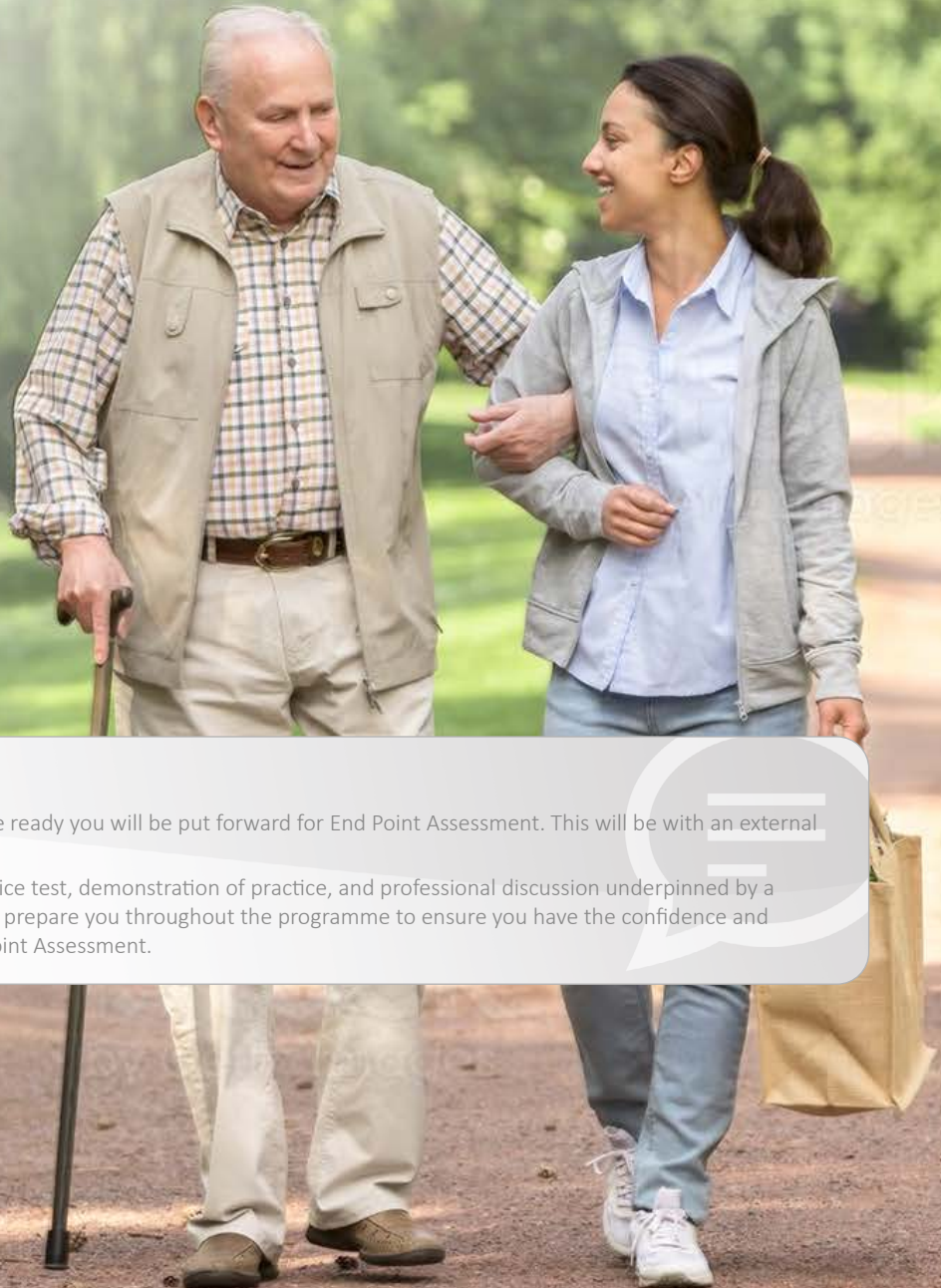
- Use recognised tools and data so that changes to people's health and wellbeing can be measured or monitored at an individual and community level
- Seek people's consent to record and use their data, explaining to people who use services how their data and information will be used, and how it will be stored safely
- Contribute to service evaluation by using different types of data and information and different types of evaluation

Personal and people development

- Keep a record of training and development opportunities that have been accessed and how these have informed their practice
- Engage with performance appraisal and reflective practice in line with organisational procedures and management processes

Duty of care

- Maintain high standards of professional and personal conduct, including duty of care for the safety and welfare of self and others



End Point Assessment

Once you, your manager and your tutor feel you are ready you will be put forward for End Point Assessment. This will be with an external End Point Assessment Organisation of your choice.

The End Point Assessment will include multiple-choice test, demonstration of practice, and professional discussion underpinned by a portfolio of evidence. Your dedicated tutor will fully prepare you throughout the programme to ensure you have the confidence and necessary skills to meet the requirements of End Point Assessment.

Personal attributes and behaviours expected of all Community Health and Well-being Workers carrying out their roles




What Ofsted said about our programmes at our last inspection:

Apprentices develop good work-related skills, as well as broader qualities such as reliability and increased self-confidence. These newly acquired skills support them in becoming valued team members in busy Health and Social Care settings from early on in their course

Care, its what we do

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