

Job description

Job title: LiveWell Dorset Engagement Coordinator

Grade: Grade 6

Job evaluation reference: HS503

Job family: Health & Social Care

Purpose and impact

LiveWell Dorset is a unique and innovative health improvement service which applies the latest behavioural science and technology to help individuals take control of their own health and wellbeing. The service supports individuals to become more active, drink less, stop smoking and maintain a healthy weight by delivering digital and telephonic support.

Through engagement with key stakeholders and local communities the post holder will support and facilitate the promotion of LiveWell Dorset within local communities through a variety of health promotion initiatives, information sharing, communication and face to face activities.

Key responsibilities

1. Work as a member of a multi-professional team to promote and support the people of Dorset with their health and wellbeing.
2. Identify and attend appropriate events, promotions and functions representing the service in a professional and confident manner and enhance service usage by target groups and under-represented populations
3. Work in partnership with key stakeholders and communities to support health promotion initiatives through information sharing and delivery of face to face activities. Key stakeholders include community and volunteer sector groups, libraries, job centres and children's centres.
4. Provide support to the Training and Engagement Officer role with administration of queries and event booking, and through delivery of health promotion initiatives across Our Dorset as directed.
5. Support individuals to understand their own health and wellbeing through the use of non-clinical assessment tools, deliver brief interventions and encourage engagement with LiveWell Dorset's behaviour change services.
6. Maintain a detailed understanding of the LiveWell Dorset service offer, the coaching and advisor functions as well as planned marketing and service developments.
7. Signpost individuals to other agencies / organisations for information, support and resources where appropriate
8. Ensure safeguarding, lone working protocols and all Standard Operating Procedures are followed
9. Provide excellent customer service during every interaction
10. Ensure high quality administration and record keeping at all times



NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision and management

Reporting to: Line Manager

- The post holder will be expected to work on their own initiative but pull support from their line manager as appropriate.
- The post holder will not be required to supervise other staff other than assisting in work familiarisation of new staff and peer to peer audits.

Other factors

- Hours to be made up between 8am and 8pm Monday to Friday. This role requires some flexible working which may include evenings and weekends.
- Responsible for maintaining event equipment and ensuring the proper use of manual handling when using and transporting items.
- The job holder will be required to travel across Dorset and work from a variety of locations.
- Applicants for this role must have a UK driving license and access to a car for work.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. To hold Level 2 Understanding Health Improvement or equivalent	Application form
2. Good standard of numeracy and written literacy skills.	Application form
3. Educated to GCSE Standard or Equivalent with A-C grades in English and Maths	Application form
Experience	
4. Experience in delivery of health promotion initiatives and providing support on a one to one basis.	Application form
5. Experience working with community organisations, influencing and affecting change.	Application form
6. Proven experience of showing a willingness to help others and have an interest in the subject matter area. This may be evidenced through qualifications, volunteer work or previous work experience.	Application form
7. Significant experience of using computerised systems.	Application form
8. Experience of using a range of IT systems, including Word, Excel, email and databases.	Application form
Knowledge, skills & abilities	
9. Strong communication skills – written, telephone, verbal and non-verbal, and listening skills	Interview Assessment
9. Excellent written/spoken English.	Interview Assessment
10. Knowledge of a range of IT systems, including Word, Excel, email and databases.	Interview Assessment
11. Strong administration and planning skills, with the ability to prioritise, often managing competing priorities and deadlines	Interview Assessment
Our values	
12. Respect	Interview Assessment
13. Together	Interview Assessment
14. Accountability	Interview Assessment
15. Openness	Interview Assessment
16. Curiosity	Interview Assessment



Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
17. Related health / lifestyle qualification	Application form
18. MECC trained	Application form
Experience	
19. Experience within smoking cessation, alcohol, physical activity or/and weight management	Application form
20. Experience of working with people from diverse backgrounds	Application form
Knowledge, skills & abilities	
21. Have an interest in behavioural change and working with adults to help change their lifestyle.	Interview Assessment
22. Strong team player, whilst also confidentially working independently.	Interview Assessment
23. Confident telephone manner and ability to build trust quickly	Interview Assessment

Approval

Manager's job title:

Date: April 2025

