

**Job Description**

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Job Role: MyHealth Administration Assistant

Salary: £10.85 P/H

Hours: 7.5 hours per day (3 days per week)

Responsible to: My Health Programme Manager

Employed by: H4All partner organisation (seconded to H4All)

**Based:** Key House, Yiewsley head office

**Length of role:** 4 Months



**Introduction:**

MyHealth Hillingdon is an education and empowerment programme, offering patients and residents of Hillingdon long term condition workshops to help them manage their health and take back control.

We also offer workshops for signposting around NHS services and first aid training for new parents.

The aim of MyHealth is to give patients that knowledge and confidence to feel like they have complete control of their health, to then reduce A&E admissions for long term conditions, Unnecessary GP appointments and misuse of NHS services.

## Main purpose of the role:

The post holder will be an integral member of the MyHealth Hillingdon team, that deliver a range of health & wellbeing workshops across the London borough of Hillingdon.

The postholder will be supporting the programme coordinator with daily tasks and the day to day running of the programme. The role involves working across a number of different systems with varied engagement, helping to maintain databases, speaking with patients by telephone and working with the team to promote our brand through social media and community outreach.

**Post Summary**

**Operation and development of the service:**

1. To receive referrals of people who interested in attending MyHealth workshops
2. To work inclusively with the wider H4All team to support the needs to clients who ma be interested in the MyHealth Hillingdon programme offers
3. To support these clients with clear guidance into their MyHealth workshops
4. To use the Patient Activation Measure (PAM) assessment tool to client before and after workshops
5. To assist with the preparation and dissemination of information and promotional material to maximise awareness of the service, including but not limited to: roadshows and social media posts
6. To liaise with health professionals and members of the public to identify and outreach to potential clients as per the service specification
7. To promote the service within relevant agencies and communities within Hillingdon, and to maintain good working relationships with health, statutory and other voluntary organisations
8. To work with the H4All team and other appropriate partners to identify culturally specific support, for example within: BME and refugee communities; diverse faith and cultural groups; LGBTQ communities, and traveller communities.

**Record keeping and monitoring:**

1. To maintain accurate and up to date records of activity and client profiles in agreed formats and database systems in compliance with H4All and HHCP Information Governance protocols
2. To maintain and develop service monitoring and evaluation records, and in particular evaluations of the impact of the support provided through the service

**Service user engagement:**

1. To participate in activities that ensure that local residents are engaged as fully as possible in the promotion and delivery of the MyHealth programme
2. To assist in eliciting, and keeping records of, the views of participants and stakeholders regarding the effectiveness and quality of service delivery
3. To support and promote H4All’s policies and procedures in relation to peer support and service user participation

**Learning and development:**

1. To maintain a personal comprehensive knowledge of the range of support services available through the H4All partners, and the wider Hillingdon voluntary and community sector
2. To contribute to the knowledge, understanding, and reflective practice of the wider H4All services
3. To be pro-active in recognising, and taking responsibility for, personal professional learning and development
4. To participate in learning and development opportunities as required, following assessment of personal and professional development needs

**General:**

1. To participate fully in regular one-to-one supervision sessions with the designated Line Manager, and in an annual performance appraisal
2. To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
3. To attend team meetings, away days and other similar events
4. To ensure all activities are carried out in harmony with H4All’s vision and within the spirit of its equal opportunities policy and to abide by the policies of H4All
5. All staff are expected to undertake their own computer work, both in the production of correspondence and documents, data recording, e-mailing and internet research
6. It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
7. Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
8. The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavor of the nature and scope of this post. However, they do not represent an exhaustive list of all the duties required