Public Health Support Officer
£19,430 - £24,964
10 Woodcock Street
Working 36.50 hours per week

We have an exciting opportunity to join a multi-disciplinary public health team in the largest local authority in the country. We are looking for an experienced individual to join our Public Health Function as a Support Officer. The role is on a full-time, permanent basis, based in the Population Health and Care thematic area.

You will play a key role as the Directorate for People aims to improve the quality of life for the people of Birmingham today, tomorrow and always.

The role will focus on supporting the Primary Care Team in integrating Public Health services and programmes and the delivery of these services across the GP and Pharmacy network. The role will include collecting and analysing data in order to inform Public Health activity and support performance management. Establishing and maintaining a range of databases that will enable the delivery and assess the quality of statutory Public Health services. You will have knowledge or experience of administration and processing financial payments to providers, and handling queries.

You will also be responsible for providing ‘Access to Work’ support for approximately 15 hours per week within this role to a visually impaired member of the team. This includes driving to various locations within Birmingham and Solihull as specified by the Senior Officer to attend meetings and training events. There will be an element of one to one support and aid with various IT including updating spreadsheets and presentations. You must possess your own transport to use for business purposes and a full driving licence.

This is an ideal opportunity for someone who has experience of working with a range of partners including staff, citizens and communities, to support programmes and services and has experience in planning and organising events, meetings, training, workshops and engagement sessions.

Informal enquiries to Kathy Lee on 0121 303 5540

Ref: PE1152017

Closing date: 15 May 2017

Interview date: week commencing 5 June 2017

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”
People Directorate

Job Description

Post: Support Officer – Public Health

Grade: GR3

Division: People Directorate

Section: Public Health

Our Vision

The Directorate for People aims to improve the quality of life for the people of Birmingham today, tomorrow and always. Our vision is to create a city which provides:

- A good childhood, for the best start in life.
- A great education to give the best chances for life.
- Promoting people's recovery and inclusion in the most independent life.
- Where needed, planning ahead across the life course.
- The best care and health outcomes for life.

The Public Health Function (PHF) is an integral part of this vision, responsible for developing the Council into a 'Public Health Engine' which actively promotes population good health and enables all Birmingham citizens to make healthier choices. This will be achieved through the continual championing of the health and wellbeing of all people across the city, but especially the most vulnerable.

1. Job Purpose

The activities required by GR3 Support Officers working flexibly across the PHF to meet business needs are outlined below under the relevant theme headings. There is also an expectation that Officers will need to work across, and with other theme areas as well as the wider Directorate, Council, NHS and stakeholder organisations.

- Provide support functions to the Public Health team across relevant thematic functions.
- Provide the Public Health Nurse Senior Officer with the additional support required to enable the effective delivery of the Population Health and Care work program; including risk identification and reduction and accompanying on site visits and meetings (approximately 15 hours per week).
- Support the wider Public Health service through a range of regular communication updates.
• To work in partnership across a wide range of stakeholders establishing relationships to support delivery of agreed priorities and outcomes for citizens.
• To collect and analyse data in order to inform Public Health activity and support performance management.
• To support the delivery of continual development of change within Public Health, showing an understanding of lean principles.
• To maintain an evidence base that supports the delivery of improved outcomes through innovative practice.
• To contribute to reports, briefing documents and presentations as and when required by team leads.
• To process the claims and expenses for staff, GPs, pharmacists and any relevant others in line with financial standing instructions and NHS and Council policy.
• To order stock and non-stock items, raise purchase orders and process invoices in line with Council policy and procedures.
• To plan and organise events, workshops and engagement sessions as and when required.

2. Public Health Function: Key Principles

• Provide robust information and intelligence to inform decision-making across the Council and with external stakeholders
• Responsive to opportunities, priorities and demand
• Deliver mandated functions
• Reduce health inequalities in Birmingham
• Act consistent with the core values of the Council
• Taking responsibility willingly
• Encourage innovation
• Enable a flexible and adaptable workforce

3. Duties and Responsibilities

Duties

The broad function of each Support Officer role can be understood through the following context. More specific activities are described under 'Key Responsibilities' below.

• Support Officer – NHS Support: This role will focus on supporting Officers and Senior Officers working on the clinical and specialist elements of the Public Health model taking forward any relevant support functions assigned. The post holder will undertake generic support activities that will enable delivery of improved outcomes
for Citizens. They will maintain an evidence bank of clinical good practice in order to ensure that service developments and improvements are evidence-based and services are delivered to a high quality standard. In addition, the post holder will maintain a range of databases and stakeholder networks to support key relationships that will enable the delivery of the contracted activities and mandated duties. The post holder will contribute to the development of quality assurance frameworks across the wider NHS and Council. This will include working with citizens, providers and CCGs to build in the citizen’s experience. The role will provide relevant support to undertaking citizen surveys and meeting with a range of diverse communities.

- The post holder will be responsible for providing support to a visually impaired member of staff, this includes transportation to various locations within Birmingham and Solihull, as specified by Public Health and providing one to one support and aid with various IT and administration duties. Aspects of the support requirement include risk assessment and mitigation.

**Key Responsibilities**

- Visit Primary Care sites as required with specified Public Health Nurse Senior Officer (which includes driving the individual to the destination) and provide support with IT and administration duties.

- Assessment and mitigation of risk while fulfilling support worker duties.

- Assisting the Public Health Nurse Senior Officer with data input, populating spreadsheets using Excel and proof reading documents.

- Provide support as necessary whilst at Primary Care sites, i.e. signing into visitor’s book, logging onto computer, accessing files, using data systems and ensuring safety at all times.

- Attending meetings as requested with the specified Public Health Nurse Senior Officer.

- Assist with scheduling practice visits and meetings as required.

- Supporting the Public Health Nurse Senior Officer and the team in project management and participating in department events.

- Inputting, monitoring and checking data, required for finite and ongoing projects within the teams.

- Working with all team members in the collection of information for performance reporting on relevant team projects and inputting data where required.

- To provide administrative support including when appropriate to all team members to support a range of department initiatives.

- To carry out other appropriate delegated duties as required.

- To ensure that HR policy and local procedures are adhered to by maintaining and updating Electronic Staff Record (ESR) and other systems to record annual leave, study leave, training and sickness and prepare relevant documentation such as change forms for signature.
• Be proficient in using Windows based computer packages in particular Word, Excel, Access, PowerPoint and MS Outlook.
• To support and participate in the delivery of a range of health improvement programmes.
• To support the development of services through research and audits highlighting evidence-based best practices.

Profession Development and Behaviours
• To maintain personal and professional development in order to meet the changing demands of the role.
• To promote and maintain the Birmingham Way behaviours at all times, leading by example.
• To keep up to date with relevant professional developments.
• To contribute to the team’s effectiveness by developing and sharing best practice.
• To attend and actively participate in appropriate training activities both internal and external.
• To encourage and support others in their learning, development and training.
• To develop productive working relationships with colleagues.

4. Supervision Received

Supervision Required
• Supervision Officer: Senior Officer/Officer (Supervision is by Matrix Management)
• Level of Supervision: Receive support to plan own work to ensure the meeting of defined objectives.

Supervision Given (excludes those who are indirectly supervised i.e. through others). None

5. Special Conditions
• This vacancy is exempt from the Rehabilitation of Offenders Act
• Suitable candidates will need to possess a full UK driving licence and own transport, with ability to use at all times for work
• A DBS check may be undertaken
• Observance of the City Council’s Equal Opportunities Policy will be required.
# People Directorate

## Person Specification

**Post:** Support Officer – Public Health  
**Grade:** GR3  
**Division:** People Directorate  
**Section:** Public Health  

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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| **Education/Qualifications**  | 1. Must be prepared to continue with on-going professional development within the role.  
2. Must possess a full UK driving licence.                                                                                                  | I      |
| **Experience**                | 1. Understanding of collaborative approaches. Able to follow pre-determined procedures.  
2. Has experience of writing briefings and reports.  
3. Experience of dealing with financial standing instructions/financial payment process raising purchase orders and processing invoices and claims in-line with Council Policy and procedures.  
4. Experience of monitoring performance outcomes and identifying issues.  
5. Experience of supporting effective new models and initiatives in order to reduce demand and improve population health and wellbeing.  
6. Understanding of relevant policy environment and Public Health priorities.  
7. Experience of establishing and maintaining databases/spreadsheets.  
8. Experience of planning and organising events, meetings, workshops and engagement sessions and supporting partnership working. | A & I  |
| **Skills & Ability**          | 1. Able to support active stakeholder engagement. Demonstrates good interpersonal communication                                                                                                         | A & I  |
All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

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<th>Criteria</th>
<th>Desirable requirements for specific posts</th>
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<td>Specialist support</td>
<td>1. Experience of assessing and mitigating risk to individuals.</td>
<td>A &amp; I</td>
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<tr>
<td>Population Health and Care</td>
<td>1. Understanding of the Public health priorities for improving health and wellbeing of the population.</td>
<td>A &amp; I</td>
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