**JOB DESCRIPTION**

**Post Title: One You Advisor**

**Service: Planning, Housing & Environmental Health – Environmental Health**

**Reports to: Health Team Leader**

**Grade: Scale 5**

# Job Purpose

The post holder is responsible for delivering healthy living advice and support to residents as part of the One You Kent programme.

This work will contribute towards improving the health of residents of Tonbridge & Malling and reducing health inequalities.

# Key Functions

1. To provide a triage, assessment and follow up process for customers accessing targeted One You Kent services in West Kent to identify and address wider health issues based on individual needs.
2. To ensure administrative tasks including booking customer appointments, processing customer information, contacting partners for referral services and monitoring service outcomes are efficiently completed.
3. To build and maintain strong partnerships with internal Council teams, external organisations and health practitioners to provide a holistic signposting and referral service to other local support services.
4. Work in an integrated way with Health Teams across West Kent to provide a streamlined and consistent approach to services, including delivery of interventions online and at outreach locations across the Borough and throughout the West Kent Partnership area, as required.
5. To support and deliver adult weight management programme including initial assessments, follow ups, data collection, performance management & marketing. It is expected that delivery of the programmes will be online via digital platforms and in person.
6. To carry out holistic assessments, providing personalised lifestyle advice to those in most need or at risk of ill-health using motivational interviewing and behaviour change techniques.
7. Provide brief intervention advice on health related topics such as smoking, alcohol, healthy weight and mental wellbeing through group, telephone or one-to-one consultations with customers online and in person.
8. To support and deliver targeted health activities at community events in West Kent and assist with the marketing and promotion of such activities to maximise participation.
9. To support the Walk 4 Wellbeing co-ordinator with promotion, leading and assisting the Walk 4 Wellbeing programme.
10. To always maintain a strong customer focus, in line with the Council’s commitment to providing high quality services. To be empathetic with customers, providing the appropriate advice and support.
11. To maintain accurate customer records using IT systems and processes and carry out data collection, summary and evaluation when required.
12. To participate in any relevant training for the duties of this post and to achieve the key objectives of your role and core values of the Council.
13. To comply with the duties placed upon employees by TMBC’s Health and Safety Policy and related procedures. To act in accordance with all instruction, information and training required in relation to those duties.
14. The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.
15. To comply with the Council’s Equal Opportunities Policy.
16. To comply with the Council’s Customer Standards.
17. To participate fully in the Councils staff appraisal scheme.
18. To carry out any other duties appropriate to the post which may be requested from time to time including participating in the Council’s Emergency Plan as required.
19. The post holder will be required to carry out their job role and related responsibilities with reasonable care to themselves and other persons that may be affected by their work.
20. This post will require occasional travel and casual user car allowance will be paid where required.

Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake.