

Leeds City Council

Directorate	Communities & Environment
Service Area	Environmental Services
Job Title	Wellbeing & Welfare Advisor
Grade	S01
Conditions Of service	NJC Conditions apply
Responsible to	Area Managers and/or Service Managers
Responsible for	None

Job Purpose: To assist in implementation of the council's Employee Health, Safety and Wellbeing Strategy in a way that is appropriate for and engages the whole workforce, with a particular focus on operational staff who do not have IT access to systems for support and information. In particular this will aim to:

- Promote a safe and inclusive environment;
- Provide additional emotional and practical support to colleagues in Environmental Services;
- Improve the awareness and use of relevant services which will increase the health and wellbeing of staff;
- Develop and implement interventions to increase wellbeing, engagement and inclusion

Responsibilities:

Apply LCC policies, strategies, procedures, data and employee feedback in relation to health, safety, engagement, wellbeing and inclusion within the service. Use this information to provide appropriate advice, guidance and interventions for continual improvement.

Work closely with relevant colleagues across the Council particularly Health and Safety, Occupational Health, HR, Public Health and staff networks to ensure alignment of cross-council and service interventions. Work closely with colleagues, teams and other council services to support service improvement.

Liaise with Team Leaders and Managers on a daily basis on thematic issues or individual staffs support needs and make and / or implement any recommendations for any reasonable adjustments in line with legal requirements.

Co-ordinate the activity of Wellbeing Champions, Mental Health First Aiders and related roles within the service and participate in any council-wide groups.

Use information from managers, team members, senior managers and other sources to identify where there is an emerging issue or change is needed, and suggest how it can be resolved or improved.

Support the coordination of activities involving your team or others across the organisation (where required),

Help individual colleagues within the Service to access the support they may need by providing one to one support and advice.

To be aware of and comply with Leeds City Council policies and procedures e.g. safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person

To accurately record and keep updated information using digital and paper-based systems ensuring effective distribution of information to staff and managers

To contribute to the overall ethos, work, and aims of the service and Leeds City Council by attending relevant meetings, training days/events as requested.

To be available to operational staff for any wellbeing and welfare needs at times, days & locations most appropriate to their needs.

To actively promote yourself to staff, and be proactive in supporting staff to address any welfare needs they may have.

To develop and conduct staff briefings / toolbox talks on common issues to ensure staff are aware of all the support and information that is available to them.

To provide support and information in a way that is accessible to none IT enabled staff.

Refer appropriate issues with/from staff to Duty Manager / Team Leader promptly to enable them to be dealt with effectively.

To conduct home visits where appropriate to ensure staff wellbeing.

To assist Team Leaders and Managers in the management of staff with mental health issues where immediate support might be required for a member of staff.

To provide advice and support on issues such as mental health, stress, drugs & alcohol, workplace relationships, and /or signpost for issues such as relationships, domestic violence, housing, debt, gambling etc.

To conduct or assist in the process of stress risk assessments for individuals where necessary.

To lead on the implementation of equality & inclusion strategies within Environmental Services.

Prepare regular wellbeing reports for the management team and attend meetings when requested to provide specific information.

To organise, evaluate and deliver sessions that will benefit staffs health and wellbeing.

To ensure use of the welfare and wellbeing facilities available are maximised.

To liaise regularly with H&S and OH colleagues to ensure that key issues are being addressed which help to improve staffs health and wellbeing to impact on staffs morale, happiness, and absence levels.

Where budget is available, to plan and deliver initiatives within budget ensuring that staff get the greatest benefit.

The duties outlined are not meant as an exhaustive list and will also comprise any other duties within the spirit of the post commensurate with the job evaluation outcome for this post.

Qualifications

N/A

PERSONAL SPECIFICATION:

Method of Assessment will be through one or more of the following: Application Form, Test, Interview, and Certificate.

ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Skills Required

Ability to adapt your style to convey complicated or sensitive information to a range of people in order that they understand and are influenced to adopt a particular course of action where applicable.

Ability to respond promptly and independently to unexpected problems and situations.

Ability to organise your own workload, deciding when and how to carry out the work for which you are responsible, managing conflicting deadlines and recognising when there is a need to escalate to a more senior manager.

Ability to maintain concentration, despite interruptions and conflicting demands. Give tasks and people your full attention at all times of your working day.

Ability to understand the challenges and obstacles for staff in working in the environmental services environment and to suggest and implement strategies to remove these barriers, for staff individually and for the service.

Ability to work with colleagues, teams and other council services to share information and support service improvement for the benefit of customers.

Ability to respond with empathy to sensitive situations.

Ability to maintain accurate records and produce accurate reports.

Ability to work flexibly as part of a team and show initiative.

Ability to be supportive and kind, whilst understanding the need to ensure a high quality effective and efficient service needs to be delivered to customers at all times.

Knowledge Required

Understanding of responsibilities in relation to adhering to health and safety policies and systems.

Understanding of people culture and inclusion strategies especially around Treating People Fairly.

Understanding of safeguarding and the need for confidentiality.

Of Leeds City Councils Policies and Procedures, especially around attendance, health and wellbeing.

Of external partner organisations that offer support, advice and guidance around health and wellbeing, (including mental health)

Experience Required

Of building credible and effective collaborative relationships with internal and external stakeholders including with staff, colleagues, trade unions, elected members and partner organisations to understand future challenges and to deliver effective workforce solutions.

Behavioural & other Characteristics required

To display genuine enthusiasm and commitment to wanting to make a positive difference to peoples overall wellbeing and welfare.

Committed to continuous improvement.

Ability to understand and observe and promote the Council's Equal Opportunities Policy.

To carry out all duties having regard to an employee's responsibility under the Council's Health & Safety Policies.

Willingness to actively participate in training and development activities to ensure up to date knowledge, skills and continuous professional development.

Ability to travel throughout the Leeds City Council boundaries to be flexible to move location within the service working in different areas depending on need.

DESIRABLE REQUIREMENTS: It is desirable that the candidate should be able to demonstrate the following criteria for the post within the context of the specific role. Candidates are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates.

Knowledge Required

Understanding of mental & physical health issues including strategies to support employees in ensuring they remain healthy.

Experience Required

Of working with the public and other organisations.

Of working with operational none IT enabled staff or in waste management or a similar service area.

Job Description Content Prepared / Reviewed by:

Name Hayley Thackwray Designation Acting HoS Date 14/01/21

Confirmation of Job Evaluation Undertaken **JE Ref Number** CUS01 (File Ref 192261)

Name JE Team Designation Officer Date 21/01/2021