

**JOB TITLE:** **Health Inequalities Co-Ordinator**

SALARY: Starting salary £28,039 p.a pro rata with increases up to £31,155 in the first two years + 8.5% pension contribution after successful completion of probation period.

HOURS: Up to 17.5 hours per week, normal working hours 9.30 to 5.30

Open to part-time, job-share, and flexible working.

CONTRACT TYPE: Fixed term until 31 March 2025 with possibility of extension.

RESPONSIBLE TO: Service Manager (Health Projects).

LOCATION: Blended between home and office (Battersea and Roehampton).

**The role**

### This role aims to increase awareness among public, voluntary and community organisations in Wandsworth, of organisations working with socially isolated people, identifying gaps in provision and barriers to inclusion.

You will carry out qualitative research into social isolation and digital exclusion and the impact this has on accessing welfare advice.

The service will also support people to access a range of opportunities in their community including services that support their social and emotional well-being, employment and volunteering opportunities.

**PRINCIPAL TASKS AND RESPONSIBILITIES**

* Develop a communications programme with local charities and community groups, to promote links and to include newsletters and face to face meetings.
* Research and explore the role advice plays in reducing social isolation and health inequalities.
* Carry out research into the role that digital exclusion plays in preventing access to advice in Wandsworth.
* Establish and manage an effective referral process between community organisations to provide access to welfare and legal advice as well as other services.
* Monitor and evaluate the project, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes and providing reports as required to the funder, partners and management.
* Ensure that all work conforms to the requirements of the funder.
* Ensure that work reflects and supports the Citizens Advice service's equality and diversity strategy.

Research & Campaigns

* Have responsibility for tracking and reporting on research and campaign issues. Assist with policy work by providing information about clients' circumstances.
* Gather and provide as necessary information about clients circumstances, case studies and statistical information on the number of clients and nature of cases where is an issue.
* Monitor service provision to ensure that it reaches the widest possible client group.

Other duties and responsibilities

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Be alert to funding opportunities and contribute to funding bids and proposals.
* Demonstrate commitment to the aims and policies of the Citizens Advice service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**PERSON SPECIFICATION**

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| **Essential** |
| Experience |
| Of working, collaborating and building relationships with statutory, voluntary and community organisations. |
| Of carrying out qualitative research  |
| Knowledge |
| Of the value of advice, and how rights-based information can make a difference to people.  |
| Of the impact of discrimination and disadvantage and the links between social and health inequalities. |
| Of welfare and legal advice services in Wandsworth. |
| Skills and ability |
| Excellent communication verbally and in writing,  |
| Ability to prioritise own work, meet deadlines and manage workload.  |
| Ability to use IT in delivering online sessions, and in recording and monitoring project work  |
| Commitment to reflective performance and continuing professional development.  |
| Ability to produce data and reports for the funder and other stakeholders. |
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| Desirable |
| Knowledge of key advice areas benefits, debt, housing, immigration |
| Knowledge and understanding of the Citizens Advice service, including aims and principles and how it works in practice.  |
| Experience of delivering a regular communications programme including producing newsletters. |