

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'D. Rosser', written in a cursive style.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Wellbeing Officer
Pay Band	Band 5
Department	Inclusion and Wellbeing
Division	Corporate
Reports to	Sally Lawson (Head of Inclusion)
Professionally Responsible to	Head of Inclusion

JOB SUMMARY

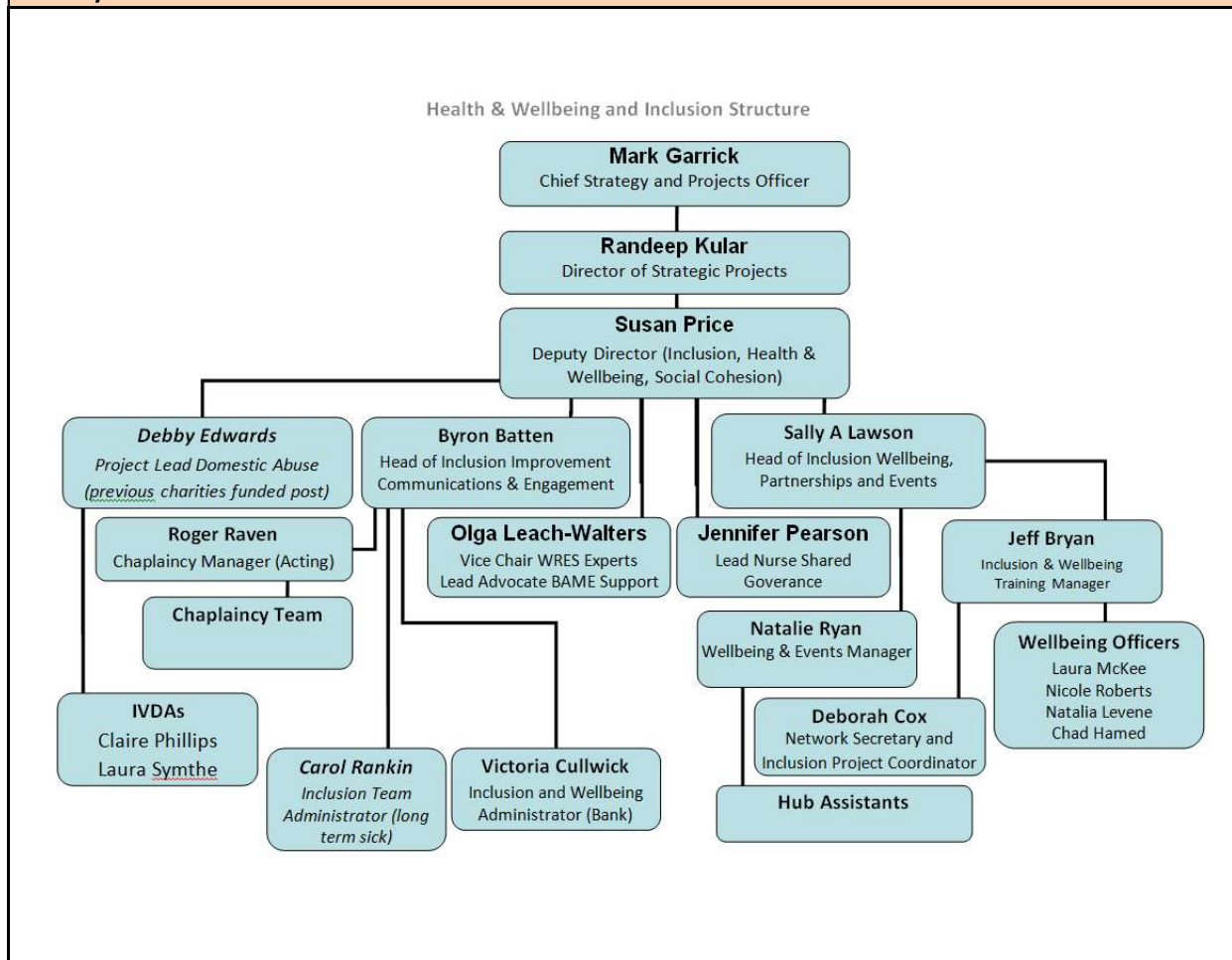
This post is designed to promote the welfare of staff by providing an individual whose primary focus is pastoral support.

The post holder will be an approachable, non-judgemental point of contact for discussing pastoral concerns and will also coordinate and signpost towards existing services where appropriate.

The post holder will foster excellent engagement with all staff which will underpin the role's success and will work closely with key stakeholders within the Trust.

The post holder will be required to work at all of the Trust sites and we would consider flexible shift patterns in order to ensure maximum contact with all staff.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

This post is designed to promote the welfare of staff by providing an individual whose primary focus is pastoral support.

The post holder will be an approachable, non-judgemental point of contact for discussing pastoral concerns and will also coordinate and signpost towards existing services where appropriate.

The post holder will foster excellent engagement with all staff which will underpin the role's success and will work closely with key stakeholders within the Trust.

The post holder will be required to work at all of the Trust sites and work and may be requested to work flexible shift patterns in order to ensure maximum contact with all staff.

KEY RESPONSIBILITIES

The post holder is responsible to work autonomously on a day to day basis within the Trust guidelines and protocols when supporting staff and to review and escalate any concerns raised.

Provide a point of contact for any staff member who wishes to discuss pastoral concerns through email, phone call and face-to-face appointments, visiting staff on wards and departments and arranging drop-in style clinics.

To work alongside staff members to help formulate a plan to help address any concerns raised, which may include additional contact and/or signposting to existing services e.g. staff counselling, occupational health, chaplaincy and to assist when required with communication between staff members and existing services,

QUALITY

Encourage staff to participate in surveys designed to ascertain their views on the UHB experience e.g. Staff Survey

Encourage supported staff to complete feedback about this

Encourage staff to give informal feedback on their experience at UHB so that key themes can be addressed and acted on promptly.

Working closely with the Divisional Teams to instigate actions to address issues identified by staff that are impacting on their wellbeing .

Work closely with the rest of the wellbeing team to address issues identified and to raise concerns in relation to the wellbeing of staff.

Propose policy or procedure changes to improve the wellbeing of staff.

Audit and produce reports for the Head of Wellbeing detailing the number of contacts with staff, concerns raised and result outcomes.

PASTORAL



A key part of this role is to be the visible face of wellbeing at UHB, this practically means visiting all wards and departments, checking in with staff and following up on previous conversations, taking opportunities to speak with staff that you may meet on wards or departments and attending team meetings to discuss the wider wellbeing offer. The majority of this role is spent across the site speaking and engaging with staff.

Act as a highly accessible source of support and assistance for staff, being a listening ear and signposting to relevant individuals / organisations as required.

Plan and prioritise meetings with staff if they have concerns that they want to raise.

Provide confidential support for any staff member who requests support with a physical or mental health issue, working closely with colleagues in other departments such as Occupational Health.

Provide confidential support for any member of staff wishing to report concerns - e.g. bullying - liaising with Trust colleagues and working alongside the Freedom to Speak Up Guardians to ensure common themes are recognised and acted on promptly.

Provide sensitive / informed support to staff from overseas taking up their first post in the UK, ensuring that their cultural needs are understood and met and that they have access to a network of support e.g. 'buddies'.

Participate in projects designed to improve the recruitment and retention of staff , at UHB.

Participate in own scheduled clinical/counselling supervision

Provide confidential reports on themes and issues raised by contacts with staff, actively inputting into programmes of support and training.

Where necessary escalate any serious concerns for individual's wellbeing to Head of Inclusion and Wellbeing

Initiate own projects to better understand the staff wellbeing/experience using data generated from own recording sources and analysis of contacts and issues raised.

Establish a comprehensive confidential database of contacts and themes encountered.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

BUDGETARY AND RESOURCE MANAGEMENT

The post holder will be required to manage resources key to performing the role such as a tablet computer, and there are no direct budgetary responsibilities.

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

The post holder will be required to offer training and advice on all aspects of the UHB wellbeing offer to staff. This will mainly be discussing and signposting to the existing offer with staff across the Trust.

RESEARCH AND DEVELOPMENT
The role holder will be a key part of any research carried out by the wellbeing team as well as the development of the wellbeing offer to UHB staff.
EFFORT -
The role involves walking the site and speaking with teams from across the Trust, bringing along appropriate resources such as leaflets posters and IT tablet.
TRUST VISION & VALUES
<i>DO NOT AMEND THIS SECTION</i> The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are: Kind: The kindness that people show to each other every day Connected: The connections we build with everyone around us Bold: The ability to be bold in how we think, speak and act
ADDITIONAL INFORMATION
This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post. The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post. All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: January 2023

PERSON SPECIFICATION

JOB TITLE:	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Educated to degree level or relevant subject or equivalent experience and training (E) 	<ul style="list-style-type: none"> Counselling/coaching qualification of relevant experience in a pastoral role or equivalent experience and training.
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Demonstrable and proven experience of offering formal pastoral care in a recognised, professional capacity Experience of working collaboratively within a team 	<ul style="list-style-type: none"> Experience of the multi-cultural, religious and spiritual dimensions of health care. Experience of some of the ethical issues that may arise in a healthcare setting. Experience of teaching and training others.



<ul style="list-style-type: none"> • Growing knowledge of issues relating to spiritual, religious and pastoral care • Non-judgemental and committed to equality and diversity. 	
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Pastoral care and listening skills. • To be highly self-aware, and to demonstrate an ability to reflect upon pastoral experience. • Interpersonal skills to equip you to work in collaboration with a wide range of hospital staff. • Ability to communicate clearly and creatively. • Willingness to develop teaching skills, with training and consolidation. • Ability to communicate respectfully with and respond to the widest possible range of people represented amongst our staff. • Ability to be self-motivating, flexible and to work on own. 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Enthusiasm to explore working creatively within the healthcare setting to develop this innovative role • Ability to travel between different Trust sites 	

