

JOB DESCRIPTION

Community Health and Wellbeing Worker

Aylesbury and Wycombe Area

FedBucks is a not-for-profit GP federation of 46 GP practices covering a population of over 550,000 patients across Buckinghamshire. We began in 2016 and now employ around 300 members of staff at our head office site, and across our planned and unplanned care services.

As a GP Federation and Social Enterprise, we are proud to represent our member practices and to champion primary care by working with local general practice and system partners in the provision of community-based healthcare services. We are dedicated to providing safe and compassionate care to our patients across our range of planned and unplanned healthcare services in Buckinghamshire and believe in continuous commitment to quality service delivery and positive patient outcomes.

Patients are at the heart of everything we do, and we pride ourselves in our purpose when enabling excellent patient care and supporting general practice.

FedBucks is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. All staff are expected to share this commitment and to uphold the organisation's safeguarding policies and procedures at all times.

The successful applicant will be required to undergo an enhanced background check (e.g., DBS) prior to appointment, and regular safeguarding training will be provided and required.

Our Values



Our Behaviours

OUR BEHAVIOURS	F RIENDLY
	E NTERPRISING
	D ECENT
	B UILDING THROUGH LEARNING
	U NITED
	C ARING
	K IND
	S AFE AND SUPPORTIVE

Job Title: Community Health and Wellbeing Worker x9

Hours: 37.5 hours a week

Location: Quarrendon (Aylesbury) or Castlefield (High Wycombe)

Salary: £31,000-£34,000

Reporting to: Integration and Outreach Manager

Candidate Screening: Enhanced DBS Certificate

Job Summary

The Community Health and Wellbeing Workers (CHWW) will act as a bridge between health, social, and voluntary services, working closely with the community to enhance access to services, improve navigation, and drive better health outcomes.

The role focuses on proactive outreach and supporting individuals with unmet health and social needs to address rising inequalities.

The Community Health and Wellbeing Worker (CHWW) plays a key role in supporting individuals and families to improve their health and wellbeing. Working closely with local healthcare providers, social services, and community organisations, the CHWW will connect residents with appropriate support networks, empowering them to make informed choices about their health.

This patient-facing role involves engaging directly with community members, providing advice, signposting to relevant services, and assisting with access to healthcare and wellbeing resources. The CHWW will be responsible for managing a caseload, following through on actions that support both individual and community health needs. This includes tracking progress, coordinating interventions, and ensuring effective follow-up to enhance long-term wellbeing.

The CHWW will also contribute to health promotion initiatives, including outreach assessments, educational activities, and community events, ensuring a holistic approach to improving community wellbeing.

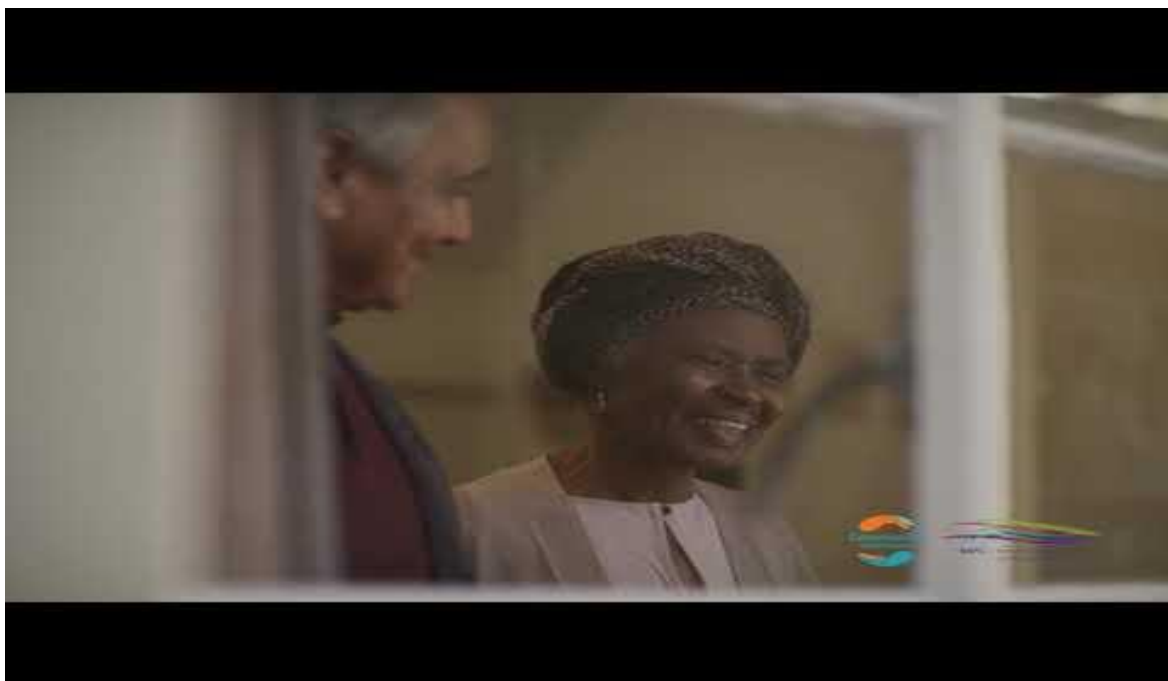
Based in either Quarrendon (Aylesbury) or Castlefield (High Wycombe), this role offers flexible, part-time hours, including some evenings and weekends. It provides an opportunity

to shape a new role, meet new community members and make a meaningful impact within the local community.

To find out more about the CHWW approach, please visit the National Association for Primary Care: [Community Health and Wellbeing Workers \(CHWWs\) - National Association of Primary Care](#)

You can also watch this YouTube video of the CHWW pilot in Brazil and Westminster to give you an idea of the day-to-day work of a CHWW.

<https://www.youtube.com/watch?v=MPtE4vwZvDI&t=1s>



Key responsibilities

Monthly household visits (or more frequent if the household need requires it) within a defined geographical area to assess (by listening and discussing) the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.

Community Health and Wellbeing Workers will:

- Identify vulnerable households or individuals and their health and/or social care needs
- Act as an advocate to help households navigate the health and social care systems, access appropriate services, and remove barriers to accessing services and resources.
- To work collaboratively with colleagues across health, social care and local voluntary organisations to provide patient-centred integrated care.
- Develop supportive relationships with local organisations, community groups and statutory services, to make timely, appropriate, and supporting referrals for the person being introduced.
- Adopt health coaching and motivational approaches including, problem solving and goal setting
- Supporting people to establish and attain goals set by the person based on what is important to them, building on goals that are important to the individual.
- Working with the social prescribing service to connect them to community-based activities which support their health and well-being.
- Escalate complex cases and adhere to safeguarding policies.

Following comprehensive training the CHWWs will:

- Provide up to date messaging, basic health education and give healthy lifestyle advice around breast feeding, immunisation and screening.
- Delivering health information using culturally appropriate terms and concepts.
- Deliver key messages on public health and public health initiatives.
- Understand issues and health inequalities that impact the local area.
- Coach and motivate household members to identify their needs, set goals, and support them to implement their personalised health and care plan.
- To identify those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments.
- Support chronic disease diagnosis & management through improved adherence to medication & early identification of signs & symptoms of chronic disease & complications.

- To identify household determinants of ill health and health seeking behaviour and play an active role in resolving these through linkage into the health and social care system.
- Help people understand their health condition(s) and develop strategies to improve their health and wellbeing.

Record Keeping

- Keep digital records that reflect household and community need and progress via secure tablet
- Compliment Health records with the collected community outreach data and insights to improve health services.
- Collect, collate, and share information, insights and case studies with Integration and Outreach Manager, Integration Leads and relevant partners in compliance with legislation.
- To identify risk factors and escalate any safeguarding concerns

Engagement

- Engage with the community to ensure health services are satisfactory and appropriate in their design and delivery.
- Facilitate networks within communities to strengthen sources of informal support.
- Identify and advocate for the needs of individuals and the community by liaising between the health service and community.
- Identify local community assets and promote a community-based prevention.
- Set up/support community events, help household members' complete applications and other paperwork, and complete checks on individuals with specific health conditions.
- Provide support to local community groups and work with other health, social care, and voluntary sector providers to support household members' health and well-being.
- To facilitate groups of household members with group consultations to assist them to work with others to support their own goals.

Communication

- Communicate effectively and appropriately with households, members of the team and other agencies.
- Communicate information to households acknowledging barriers to understanding such as identified language and education needs.
- Communicate information to households with empathy, understanding and reassurance in a non-judgemental way.

Additional requirements in keeping with mandatory training provided.

- **Professionalism:** The post holder must provide high quality interactions irrespective of race, gender, and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice.
- **Confidentiality:** The post holder must maintain confidentiality, security, and integrity of information relating to people during the course of duty.
- **Data protection:** The post holder must be aware of their obligations in respect of the Data Protection Act 2018.
- **Safety:** The post holder must be aware of their role in safeguarding and promoting the welfare of children and adults. They must also be aware of their responsibility in respect of the lone working policies.
- **Own views:** The post holder must not let their political or religious beliefs interfere in the support they provide residents. They must be a positive role model in the community, team players and willing to learn.

This job description is neither exhaustive nor exclusive and may be reviewed in the future depending upon operational requirements and staffing levels.

PERSON SPECIFICATION

Area	Essential	Additional
Qualifications	Basic computer skills Good level of English	Completion of a higher education certificate or diploma which has included public contact through internship, volunteer experience, or other experience.
Statutory registration	NA	
Special skills and knowledge	NA	
Experience	Knowledge of local community agencies, services, and resources Knowledge of local community demographics and culture Relationship building, including initiating, developing, renewing and sustaining community connections The ability to work effectively with a wide range of teams in a diverse community Commitment to advocate for social changes that promote the health and well-being of the local community The ability to complete basic data entry and documentation of visits	Community based experience providing advocacy and support which has included public contact Knowledge of basic health promotion and protection Knowledge of the NHS and broader services Basic understanding of child development Knowledge of local languages

Personal attributes	Strong interpersonal and communication skills Social perceptiveness and observational skills Good problem-solving with creative thinking Positivity and Enthusiasm for improving the local community Self-awareness and resilience Strong time management skills	
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REQUIRED SKILLSET:

EXPECTATIONS:

- Candidates must be able to start by January 2026
- Candidates must be available to undertake Health Coaching training on 15th, 16th 29th and 30th January.
- This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.
- Interviews will take place on the 18/19 Nov 2025

INDUCTION FOR THIS ROLE: