

The Role

HEY Smile Foundation works in partnership with a range of stakeholders to create a positive and sustainable change within communities. This new role will enhance the voice of the voluntary sector by providing a picture of the complex connections, pathways, and relationships between services, people, and organisations. The Inclusion Health Connect Worker will be an advocate for inclusion health, working with the local voluntary, community, and social enterprise (VCSE) sector to promote inclusion health needs, gathering of intelligence into the referral pathways, unmet needs, and areas for change required to reduce health inequities across the East Riding.

As the Inclusion Health Connect Worker for the East Riding VCSE, you will be working alongside Statutory bodies to enable shared insight that informs and connects strategy to community-led action. The role is vital to informing the future development and engagement work to improve and expand the inclusion health remit.

Duties will include:

- Regular close working with ERYC Public Health to enable a cross fertilisation of ideas/approaches and tools;
- Support to the VCSE Network to raise the profile of Inclusion Health, providing greater insight
- Responsibility for championing, challenging and driving action on health inequalities and inclusion health within the East Riding.

Our Values and Behaviours:

<i>Impact-driven</i>	We focus on achieving meaningful and sustainable outcomes, prioritising our work to ensure tangible and positive impact on the communities we support.
<i>Collaborative</i>	We promote diverse partnerships with organisations, stakeholders, and community groups, using innovative and generous means to share and maximise resources, knowledge, and expertise for a wide-reaching impact.
<i>Generous</i>	We support colleagues, partners, and communities to become confident, professional, and self-sufficient. Providing them with the time, care, education, and opportunities they need to thrive.
<i>Integrity</i>	Honesty, transparency, accountability, and kindness. Integrity is the golden thread that runs through everything Smile does every day.

Our values are particularly important to us. They form a fundamental part of monitoring, assessing, and appraising what we do as staff individuals and as a charity.

Role Profile

- 1. Job title:** VCS Inclusion Health Worker
- Location:** HEY Smile Foundation, Dock Street, Queens Gardens, Hull HU1 3AE. (home and mobile working is required)
- Reports to (Job Title):** Team Manager:
- Salary:** £26,500 - £28,500
- Working Hours:** 37.5 hours per week
- Annual Leave:** 27 days. The annual leave year starts on 1st January. (this includes a day for your birthday and a wellbeing day)
- Contract Duration:** Project end date 31st March 2026; extension subject to programme learning and available funding.
- Closing date:** 7th March 2025
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2. Purpose:

Inclusion health is an umbrella term used to describe people who are socially excluded or reluctant to access health and care services. They may typically experience multiple interacting risk factors for poor health, such as stigma, discrimination, poverty, violence, and complex trauma. People in inclusion health groups tend to have poor experiences of healthcare services because of barriers created by service design or access. These negative experiences can lead to people in inclusion health groups avoiding future contact with NHS and care services and often being least likely to receive healthcare despite their high needs. This can create significantly poorer health outcomes and earlier death among these groups compared with the general population. Voluntary sector organisations are important partners in working to address health inequalities, developing, and implementing integrated approaches and services for people in inclusion health groups, particularly at the local level.

This role would specifically identify and support organisations to advocate for and support existing and develop new Inclusion Health groups by delivering an important role in improving health and social care outcomes in the East Riding linked directly to VCS groups

3. Joint responsibilities:

- Uphold and invest in the HEY Smile Foundation's vision and strategy.
- Promote equal opportunities (in terms of race, gender, religion, sexual orientation, and other forms of discrimination).
- Listen to community needs, and work within a team to create co-developed solutions, ensuring education, development and investment is not done to, but done with communities and groups.
- Be agile in your working, continually developing your skills to meet the needs of our evolving communities.
- Support the continued development of online resources, training and awareness platforms.
- Ensure all policies and procedures are understood and adhered to.
- Support a positive working environment, be visible, energetic and participative, encouraging cross team working and collaborative initiatives.
- Maintain an up-to-date knowledge of national best practice, policy and guidance for the VCSE sector.
- Represent Smile and partners at strategic meetings across the region, and at times nationally.
- Undertake all other reasonable requests to support the operations of Smile.

4. Key role responsibilities:

- Work closely with the East Riding of Yorkshire Council, its commissioned Inclusion Health Service, wider public health team, and the VCSE sector supporting the working relationships and gaining insight into the complex connections between them.
- Maintain a positive rapport with those people with lived experience to ensure we have an ongoing picture of the system, barriers and the need/rationale for change.
- To promote the inclusion and opinions of people with lived experiences of social exclusion at all levels including representation when required.
- Support with the mapping of the current inclusion health services across the East Riding and develop an understanding of the present healthcare referral pathways.
- Support with a gap analysis, examining which areas require change, for example through examining unmet needs or barriers in referral routes, connections between services, engagement and outreach work.
- Support VCSE organisations across the East Riding to understand inclusion health, specific needs, and work with Inclusion Health groups.
- Brokering trusted information to inform the East Riding Inclusion Health Needs Assessment and related workstreams.
- Support with data sharing, analysis, and coordinating of resources.



- Produce detailed and accessible reports and case studies suited for target audience.
- Work with appropriate VCSE, Public Health and stakeholders to develop local Inclusion Health strategy.
- Develop tools and guidance notes that can enable internal and external stakeholders to widen their knowledge of data capture and analysis practices.
- To undertake such additional duties as necessary in relation to the work of the programme.

5. Decisions that the job holder typically makes may cover the following areas:

- (Resource management) How to maximise digital resources efficiently.
- (Development of skills) Training requirements of communities with which you are engaged.
- (Presentation) Development of insight and data sets, presented to support shared ownership of outcomes and inform change.
- (Time management) Prioritisation of your own time in conjunction with your line manager
- (Escalation of work) To Head of Department

6. Outcomes based

HEY Smile Foundation operate with a focus on outcomes. With this in mind your contracted hours are 37.5 per week. You will be asked to attend on and offline meetings weekly with your line manager and colleagues setting agreed outcomes for the period. However, the way in which you distribute these hours across your working week is flexible, and strong communication with your Head of Department is key.

7. Knowledge, skills and experience required by the job holder:

At Smile you will be seen as a leader in the VCSE sector, delivering capacity and capability support. You will form part of a team of experts who share their skills and expertise, alongside our partners across the private, public and voluntary sector, maximising resources for our inspiring communities.

Essential	Assessment
Highly numerate with highly developed analytical skills to present complex and/or sensitive information clearly	Cover letter/CV and interview
Hold a valid and clean driving licence along with access to a car	Cover letter/CV and interview
Experience of bringing people together	Cover letter/CV and interview
A strong communicator with ability to present information in person and online to a variety of stakeholders	Cover letter/CV and interview
Ability to write concise reports, case studies and blogs that can be shared across social media channels and news platforms	Cover letter/CV and interview
A good understanding of the VCSE sector	Cover letter/CV and interview
An understanding of health inequalities and the social determinants of health	Cover letter/CV and interview





A good understanding of data security and confidentiality issues	Cover letter/CV and interview
Able to prioritise work, schedule and organise own time	Cover letter/CV and interview
Proficient in the use of Microsoft Office products including Excel and PowerPoint. Experience of working with large complex datasets	Cover letter/CV and interview
Desirable	Assessment
Experience of supporting research, literature searching and critical appraisal	Cover letter/CV and interview
Experience in the use of Microsoft Office products such as Power BI	Cover letter/CV and interview
Knowledge of the VCSE/ public health/Inclusion Health Service	Cover letter/CV and interview