



**HEDDLU
GOGLEDD CYMRU
NORTH WALES
POLICE**

Response Date:26/09/2024

2024/907 - Medical Services department

In response to your recent request for information regarding;

Could you please provide me with job descriptions for all posts in the Medical Services department

I am particularly interested in the Healthcare Professional Team leader and Operational Manager jobs.

Could you please tell me how many of each post are in the Medical services department.

Post profiles are attached for the following posts that North Wales Police employs directly:

POST	HEADCOUNT	NWP GRADE	SALARY RANGE
CONSULTANT OCCUPATIONAL PHYSICIAN	2 contracted externally		
HEAD OF MEDICAL SERVICES	1	PO(E)	£55,803 - £61,597
OCCUPATIONAL HEALTH AND WELFARE LEAD	1	PO(B)	£41,928 - £45,546
OCCUPATIONAL HEALTH ADVISOR	1 employed directly by NWP 2 contracted externally	PO(A)	£38,007 - £40,950
SCREENING NURSE	2 employed directly by NWP 5 contracted externally	SO2	£36,996 - £39,036
WELLBEING LEAD	1	SO2	£36,996 - £39,036
PHYSICAL TRAINING INSTRUCTOR	1	SO1	£33,915 - £35,982
WELFARE & ENGAGEMENT OFFICER CONSTABLE	1	CONSTABLE	£33,324 - £46,044
WELFARE & ENGAGEMENT OFFICER	2	SCALE6	£30,783 - £32,772
HEALTH AND WELLNESS ADMIN TEAM LEAD	1	SCALE6	£30,783 - £32,772
ADMIN ASSISTANT	2	SCALE4	£24,921 - £27,351

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 25/09/2024



**NORTH WALES POLICE
HUMAN RESOURCES DEPARTMENT**

POST PROFILE

Post	:	Administrator (Occupational Health Unit)
Based at	:	Occupational Health Unit, Bryn Eirias Close, Colwyn Bay
Salary	:	Scale 4
Policing Professional Framework Skills	:	Practitioner – Level 1
Responsible to	:	Occupational Health Unit Manager

OVERALL PURPOSE OF JOB:

To provide an administration service for the Occupational Health Unit to include, where required, the Occupational Health Unit Manager, the Force Medical Officer, the Occupational Health Nurse Adviser, and to undertake correspondence, etc. relevant to those areas when necessary.

DUTIES AND RESPONSIBILITIES:

1. Typing and secretarial support for the Force Medical Officer, Occupational Health Unit Manager, and Occupational Health Nurse Adviser, plus general administration duties. Dealing with and actioning queries when staff are not available.
2. Undertake the administration associated with Occupational Health appointments and clinics.
3. Maintaining, monitoring and co-ordinating appointment diaries, when required.
4. Administration and secretarial duties in relation to applications for treatment at the National Police Convalescent Homes.
5. Co-ordination and administration for applications under the various Fund schemes, both local to this Force, in relation to other Forces, and those Funds that are administered nationally.
6. Co-ordination, collation and preparation of documents for Medical Case Reviews.
7. Co-ordination, collation and preparation of documents for the strategic meetings within the responsibilities of the Occupational Health Unit, including taking and preparing minutes.
8. Review and maintain administrative procedures. Using initiative when drafting documents.
9. Maintaining administrative procedures in relation to the Specialist's budgets, e.g. Physio and Intervention Medical referrals.
10. Various administrative duties including dealing with enquiries, typing, photocopying, filing and use of a fax machine.

11. Ordering of stationery for the Occupational Health Unit.
12. Ensuring invoices authorised for payment are actioned and databases updated.
13. Administration associated with pre-employment processes.
14. Provide administrative support to Welfare and Counselling Services when Administrator is on annual leave, etc.
15. Promote and comply with North Wales Policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
16. Any other duties as directed by a Supervisory Officer commensurate with the post and salary grading.

SPECIAL REQUIREMENTS:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

- NVQ level 3, or equivalent level of qualification, in Administration/Word Processing related subject, or possess an equivalent amount of proven relevant experience.
- The use of Information Technology to an intermediate level that includes inputting/typing skills, together with a working knowledge of Microsoft Office applications.
- Experience of transcribing from audio tapes.
- Ability to compose reports and correspondence.
- Good organisational skills, with the ability to prioritise own workload.
- Possess a knowledge and understanding of medical confidentiality.
- Good communication skills, commensurate with the requirements of the post, particularly when dealing with sensitive issues.
- Experience of dealing with people in an understanding manner.
- A knowledge of medical secretarial functions would be desirable, although not essential.

NOTES:

1. This Job Description and Person Specification **is not** a statement of **all the detailed** procedures and conditions applicable to the post holder. Therefore there will always be instructions in addition to those outlined that meet the work demands and natural evolution of the Department/Division at any particular time.
2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The Chief Constable reserves the right to transfer the postholder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time.

August 2006



**NORTH WALES POLICE
HUMAN RESOURCES DEPARTMENT**

POST PROFILE

Post	:	Physical Training Instructor
Based at	:	
Salary	:	SO1
Responsible to	:	Head of Medical Services
Job Evaluation Ref	:	A340 (generic)

OVERALL PURPOSE OF JOB:

To assess the fitness levels of new recruits, current police and support staff. To provide fitness training to new recruits and to promote a responsible attitude to fitness levels throughout the force.

DUTIES AND RESPONSIBILITIES:

1. Take responsibility for students under their control and direction, in particular new recruits and probationary constables whilst under going probationary training.
2. To develop, co-ordinate and manage the delivery of a range of physical activity opportunities in order to increase participation levels of all staff.
3. To be prepared to work between various police stations within the North Wales force area as directed.
4. To be prepared to work variable hours to enable the instruction provided to take place through out the force area.
5. Adopt, Monitor and ensure the successful application of NWP policies in equal opportunities and Health & Safety with regard to both the managing of staff and the provision of services.
6. Work with team members and colleagues, contributing constructively to the achievement of the organisational objectives.
7. Perform specialist technical or manual tasks according to professional, occupational or organisational standards.
8. Provide specialist advice and knowledge to colleagues, partners and other individuals to support the achievement of organisational objectives and policies.
9. Complete a fair and objective review of individual performance, recognising personal achievements and identifying areas for future development.
10. Any other duties as directed by a Supervisory Officer commensurate with the post and salary grading.

SPECIAL REQUIREMENTS:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

- Degree or equivalent in PE, Health or Sports related area.
- Experience of planning, implementation and evaluation of physical activity projects.
- IT literate with the ability to produce accurate reports and statistics in a timely manner.
- Evidence of continuous professional development.
- Evidence of current practical experience.
- Ability to work within a team environment or on own initiative.
- Full Driving Licence to facilitate travel across North Wales as and when required.
- Will require some evening and weekend working.
- Excellent organisational skills and the ability to work with minimum supervision.

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July 2008



POLICING PROFESSIONAL PROFILE

HEALTH AND WELLNESS CENTRE ADMINISTRATIVE TEAM LEADER

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.	
Grade/Rank	Grade 6
Responsible to	Occupational Health Lead Nurse / Mental Health and Welfare Lead Practitioner
Functional Area	Corporate Services
Business Area/Department	Health and Wellness Centre, People and Organisational Development, Colwyn Bay
College of Policing Job Family	Business Support
If applicable, Job Evaluation Ref. No.	A629
Post Vetting requirements	Recruitment Vetting

Minimum Welsh Language Requirements

Spoken Welsh	NWP SL4 - You are able to understand and deal with people in everyday spoken Welsh in most situations but you may turn to English when dealing with complex situations or terminology
Written Welsh	NWP WL4 - with editorial help you are able to write letters or emails in Welsh

Core Capability Requirements

☒	Not Applicable	☐	CC4 – Evaluate Information
☐	CC1 – Sitting	☐	CC5 – Restraint & Retention
☐	CC2 – Running/Walking	☐	CC6 – Understand/Retain/Explain
☐	CC3 – Decisions/Reporting	☐	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

To ensure a high level of back office support services for the Occupational Health & Welfare Teams ensuring that there is efficient administration support for the department through the management of a small administration team, the online records system is maintained, that appropriate compliance and governance is maintained across all documents within the department

Key Accountabilities

(This section details the key accountabilities required of the role)

1. Provide first line supervision to a small administration team, to include the management of performance, sickness absence, annual leave, welfare, and training.
2. Ensure that the administration staff have Performance Development Reviews and monthly one to one clinical supervision is undertaken.
3. Ensure that there are efficient administrative processes in place which support the Clinicians to give a high level of clinical support to people using the department and to the Head of Medical Services and Wellbeing as required
4. Work with RMU to ensure that all statutory medicals and welfare screening appointments are scheduled in line with the Force medical schedule.



5. Maintain, monitor and co-ordinate the bookings system ensuring that availability of appointments is maximised and appointment wait times are within SLA
6. Ensure that the department Key Performance Indicators are being tracked in preparation for the Clinical Governance Board.
7. Be the Super User for the Online Records System ensuring that it is fit for purpose and maintained in line with the build specification.
8. Ensure that all administrative documents being used by the department are up to date and compliant with the College of Policing Standards
9. Monitor the policy and procedure review dates, alerting the Occupational Lead Nurse of the timeframes for review in a timely manner.
10. Ensure that all Information available to Officers and Staff is up to date including any self-help materials
11. Conduct appropriate Triage and Referrals against set criteria.
12. Provide regular performance data and insight against agreed SLA's
13. Prepare and reports / agendas that are required for Force meetings from an administrative perspective.
14. Organise the Health and Wellness Centre team meeting, ensuring minutes and agendas are timely.
15. Raise any concerns or risk to the Occupational Health Lead Nurse and Mental Health and Welfare Lead Practitioner.
16. Support the Mental Health and Welfare Lead Practitioner with the tracking of the Welfare Screening Programme to ensure this is on track with the required screening matrix.
17. Any other duties as directed by a Supervisory Officer commensurate with the post and salary grading.

Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 2

We take ownership

Level 2

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 2

We deliver, support and inspire

Level 2

Intelligent, Creative and Informed Policing

We analyse critically

Level 2

We are innovative and open-minded

Level 2



Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Prior Education, Experience and Skills:

- NVQ level 4, or equivalent level of qualification, in Administration related subject, or possess an equivalent amount of proven relevant experience
- Experience of managing complex Administration processes for multiple stakeholders
- Experience of being a Super User of an online system
- Excellent organisational skills, with the ability to prioritise own workload as well as that of a team
- Experience of managing a small team
- Experience of providing performance data and monitoring/delivery of SLA's
- Good communication skills, commensurate with the requirements of the post, particularly when dealing with sensitive issues.
- Experience of dealing with people in a calm and sensitive manner
- A knowledge of medical secretarial functions including an understanding of patient consent, confidentiality, records keeping etc would be desirable, although not essential.

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)

None

Hours of Duty

The core role will be conducted during office hours, Monday to Friday.



Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date <u>Only</u> when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	12/05/2021			Click here to enter a date.
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HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Shared Service Facility Post Profile

Post:	Wellbeing Officer
Grade:	SO2
Leadership Behaviour Framework:	
Responsible to:	Medical Services and Wellbeing Manager
Based at:	Force HQ
Gauge Job No:	A1010
SUP No(s):	

OVERALL PURPOSE OF JOB:

To drive forward and take the lead for the implementation, training administration and delivery of welfare and wellbeing initiatives within North Wales Police, working with key stakeholders to ensure the support provided is fit for purpose and aligned to the Force priorities.

DUTIES AND RESPONSIBILITIES:

1. Provide expert advice and guidance on welfare, wellbeing and mental health, maintaining an up to date knowledge of legislation, best practice and future developments. There will be an expectation to consistently benchmark North Wales Police provision with other Forces and public sector bodies.
2. Carry out research and consultation to provide guidance documents and resources in the area of welfare, wellbeing and mental health.
3. Liaise with partners, both internally and externally to share information and ensure our welfare and wellbeing provision continues to develop and reflect changes in line with national changes and standards, including alignment with the Blue Light Framework.
4. Be the Single Point of Contact for Senior Management Teams and first line managers across the organisation in respect of health and wellbeing. An expectation will be to regularly visit different stations and be the 'expert friend' to first line managers.
5. Work closely with OHU, HR and Training to ensure a joined up and consistent approach to supporting the welfare and wellbeing of our staff.
6. Take responsibility and be the main point of contact for our Critical Incident Debriefing Programme, Mental Health Training Programme, Mental Health Peer Support Network, and any other programmes relevant to welfare and wellbeing.
7. Take responsibility for ensuring we provide a prompt and effective response to critical incidents in providing relevant welfare support and liaising with operational supervision.
8. Take responsibility for any issues or problems raised in relation to the provision of welfare and wellbeing support and ensure that these are addressed effectively and efficiently.

9. Deliver briefings, training and presentations on relevant topics to develop understanding of welfare, wellbeing and mental health across the Force and to promote the support and resources available.
10. Liaise with the training and development team to ensure the Force training plan accurately reflects the training requirements in relation to welfare wellbeing and mental health and that the plan continues to meet developing training needs.
11. Ensure constructive relationships with staff associations, trade unions and staff networks by carrying out meaningful consultation, and where appropriate negotiation, on any service or employment issues that affect their members.
12. Maintain close liaison with relevant service areas and departments to ensure plans accurately reflect their requirements.
13. Be the point of contact for co-ordinating and providing relevant statistical returns and reports that demonstrate the impact of welfare, wellbeing and mental health initiatives.
14. Review and evaluate the success of initiatives, making recommendations for changes and improvements to better support the welfare and wellbeing of individuals in North Wales Police.
15. Be responsible for chairing tactical meetings to implement welfare, wellbeing and mental health support and report to the Force Health & Wellbeing Board on progress.

MINIMUM CRITERIA FOR THE ROLE:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. Associate Member of CIPD (equivalent to previous Licentiate), or possess equivalent amount of previous relevant experience.
2. Previous experience at a level commensurate with this role, to include experience of working with Senior Managers.
3. Experience and knowledge of welfare and mental health issues including completion of relevant training courses such as Mental Health First Aid.
4. Evidence of ability to generate and implement innovative solutions to improve business processes and undertake continuous improvements.
5. A working knowledge of employment law and key HR policies and procedures, and be able to demonstrate application of this knowledge, together with evidence of Continuing Professional Development.
6. Ability to analyse, evaluate and interpret information to provide professional pragmatic advice and practical and creative solutions to difficult HR issues and situations.
7. Proven decision making skills based on sound evidence gathering skills and sound judgement.
8. Strong interpersonal skills with the ability to relate well to people at all levels, both internally and externally, providing excellent customer service and building constructive and effective relationships.
9. Computer literate to include experience of using Microsoft Office to a competent level.
10. Experience of using relevant IT systems and software for recording and retrieving information.
11. Excellent organisational skills, with the ability to work on own initiative, manage a heavy workload, and meet deadlines, responding positively under pressure.

WELSH:

The level of Welsh skill required for this position:

Verbal

Level 3 Converse partly in Welsh (can be completed
 Within 12 months of the start of
 commencement within role)

Written

Level 3 Informal e-mail and internal memo

NOTES:

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3. The Chief Constable reserves the right to transfer the post holder to any other location within the North Wales Police area following consultation with the Staff Side in accordance with Force Policy applicable at the time.



POLICING PROFESSIONAL PROFILE OCCUPATIONAL HEALTH ADVISOR

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.	
Grade/Rank	POA
Responsible to	Occupational Health Manager
Functional Area	Corporate Services
Business Area/Department	Health and Wellness Centre, People and Organisational Development, Colwyn Bay
College of Policing Job Family	Business Support
If applicable, Job Evaluation Ref. No.	A1039
Post Vetting requirements	Recruitment Vetting

Minimum Welsh Language Requirements

Spoken Welsh	NWP SL3 - You are able to converse partly in Welsh but turn to English in discussion and to give information. You can understand and respond to general enquiries and describe people and places using simple phrases in Welsh
Written Welsh	NWP WL3 - you are able to write an informal email in Welsh to a colleague

Core Capability Requirements

☒	Not Applicable	☐	CC4 – Evaluate Information
☐	CC1 – Sitting	☐	CC5 – Restraint & Retention
☐	CC2 – Running/Walking	☐	CC6 – Understand/Retain/Explain
☐	CC3 – Decisions/Reporting	☐	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

Responsible for providing objective occupational health advice, which enables North Wales Police to manage the health of its workforce effectively in line with legal requirements. Provide Professional input into the recruitment of Police Officers and staff, assessing ongoing fitness for work as appropriate. Undertake health surveillance in line with legal requirements.

Key Accountabilities

(This section details the key accountabilities required of the role)

1. Act as the Case Manager for referrals, providing evidence based and comprehensive occupational health advice, guidance and recommendations to line managers on the fitness to work of their Officers/Staff.
2. Undertake the relevant aspects of Police recruit medical assessment ensuring strict compliance with the relevant medical standards and raising of any concerns to the Occupational Health Manager.
3. Undertake assessments and make decisions on fitness for role for Police Staff (including PCSO's) and Special Constables ensuring strict compliance with the relevant medical standards and raising any concerns with the Occupational Health Manager.
4. Undertake mandatory medical assessments for specialist roles, identifying those who fail to meet the required standard and referring to the Force Medical Advisor as appropriate.



5. Advise line managers on appropriate return to work / maintenance at work plans advising on any reasonable adjustments to fulfil their role, and any onward referral to physiotherapy and counselling.
6. Work collaboratively with the Welfare Team in provision of a cohesive and proactive service offer for the Force.
7. Provide expert Occupational Health input into attendance management multidisciplinary meetings and any case conferences as required.
8. Provide professional input into the development of any departmental policies, and standard operating procedures, ensuring evidence based practice is appropriate.
9. Undertake a range of clinical procedures including the provision of vaccinations, blood tests and urine drug test sampling as required.
10. Maintain accurate and comprehensive records in line with the Nursing and Midwifery code of professional conduct ensuring that all relevant data is entered into relevant systems to enable report completion.
11. Line manage a screening nurse to ensure clinical competency and current Revalidation requirements are in place and an Occupational Health Technician to ensure clinical competence.
12. Advise the organisation on the appropriate use of health risk assessments.
13. Work with the People and Organisational Development team to develop and deliver the occupational health elements of the Force Wellbeing Strategy.
14. Liaise with Health and Safety as required by supporting and inputting into the completion of any Route Cause Analysis reports as required.
15. Take ownership and responsibility for own continued professional development is maintained to meet the Nursing and Midwifery Council revalidation requirements.
16. Act as the main point of contact for Occupational Health advice in the absence of the Occupational Health Manager within their scope of clinical practice.
17. Develop in depth knowledge of initiatives and developments within the wider Policing environment and to ensure up to date knowledge of relevant legislation.
18. Act in an advisory capacity to the organisation on fitness to work. Manage a caseload making effective use of resources to ensure and early and sustained return to work.
19. Identify areas of special concern or trends in physical and psychological health risks escalating accordingly to the Occupational Health Manager or to the Mental Health and Welfare Lead Practitioner.
20. On occasion be required to deal with matters necessitating work outside normal working hour's e.g. major disasters.
21. Attend local. Regional and national conferences including travel and attendance outside normal working hours.



Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 1

We take ownership

Level 1

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 1

We deliver, support and inspire

Level 1

Intelligent, Creative and Informed Policing

We analyse critically

Level 1

We are innovative and open-minded

Level 1

Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Prior Education, Experience and Skills:

1. Registered General Nurse holding current registration with the Nursing and Midwifery Council.
2. Occupational Health Degree
3. A minimum of 3 years post registration clinical experience.
4. The post holder must be able to evidence of continual professional development and revalidation with the NMC.
5. Knowledge of sickness and absence management processes including advising on reasonable adjustments and recuperative plans.
6. Experience of managing own caseload
7. Trained in Audiometry, spirometry, Vision Screening
8. Ability to keep comprehensive clinical records.
9. Occupational Health Experience
10. IT literacy, ability to use relevant IT systems and Microsoft Office.
11. A current manual driving licence is also required, as the post holder will be required to travel across the Force as required.

Desirable;

12. Phlebotomy experience
13. Trained in vaccinations
14. Experience of providing occupational health to an emergency service (I.e. Police, Fire, Ambulance).
15. Occupational Health Specialist Practitioner Status



Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)

None

Hours of Duty

The core role will be conducted during office hours, Monday to Friday

Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date Only when the following sections have been updated: Education, Qualifications, Skills & Experience	
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HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Shared Service Facility Post Profile

Post:	Welfare and Engagement Officer
Grade:	Grade 6
Competency and Values Framework Level/s:	Level 1
Responsible to:	Welfare & Engagement Team Leader
Based at:	Can be based Central, East or West but there will be the requirement to work from FHQ Colwyn Bay on a regular basis and for regular travel across the Force on an almost daily basis
Agile Work Pattern:	Agile – there will be a requirement to be on call evenings and weekends on a 3 week rotating basis
Gauge Job No:	A1040
SUP No(s):	

OVERALL PURPOSE OF JOB:

To provide support to a designated area of the workforce by being a local contact for delivering critical incident debriefings, resolving welfare issues whilst gathering intelligence about welfare and wellbeing issues. To support delivery of the Force Wellbeing Strategy & promotions and to work alongside the wider HR team to deliver engagement plans.

DUTIES AND RESPONSIBILITIES:

1. To take responsibility in their areas, following a critical incident, for delivering the Critical Incident De-briefing process and all other aspects of welfare support
2. To provide welfare support and signposting to individuals within an area of the Force e.g. Central
3. To deliver Mental Health First Aid Training
4. To maintain visibility on wellbeing issues in their area, gather intelligence and, as part of the wider Wellbeing team, be able to provide feedback on how welfare & wellbeing support is working in their areas
5. Build partnerships and engage with managers in their local area to support delivery of the Wellbeing Strategy including delivering promotional activity, training or briefings as required
6. To maintain confidential records, including monitoring of individuals following exposure to trauma;
7. To act as a point of contact for arranging local wellbeing and welfare events in liaison with the Force Wellbeing Lead;
8. As part of the Force Wellbeing Team provide support to implement solutions to wellbeing issues;
9. To act as a role model for wellbeing with a willingness to encourage others to take up the welfare and wellbeing support that is available;
10. Provide a 24/7 on call service to respond to critical incidents as part of a rota
11. To act as the lead for Engagement within the area by working with HR Business Partners to develop and deliver Engagement Action Plans

MINIMUM CRITERIA FOR THE ROLE:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

- 1) Experience and understanding of traumatic situations and their potential impact on individuals
- 2) The ability to build a rapport and engage with individuals and teams at all levels;
- 3) Able to demonstrate openness and empathy in dealing with people;
- 4) Excellent communication skills;
- 5) Experience of providing welfare and wellbeing support within a Blue Light/Armed Forces environment;
- 6) Understanding of mental health and wellbeing issues and the factors that contribute to these;
- 7) Understanding and application of confidentiality;
- 8) Experience of delivering training, briefings and awareness sessions to a variety of different people and groups;
- 9) Excellent organisational skills with the ability to manage a busy workload and prioritise effectively;

- 10) Ability to work on own initiative and as part of a team;
- 11) Good record keeping skills and attention to detail;
- 12) Must be a qualified Critical Incident Debriefing (no preference as to which methodology) and be willing to successfully complete the North Wales Police training;
- 13) Must have completed Mental Health First Aid training (or equivalent) and be willing to successfully complete the North Wales Police programme to become a trainer for Mental Health First Aid training;
- 14) Good IT skills, including evidence of use of Microsoft Office programs
- 15) Full driving licence and ability to travel within the Force area

WELSH:

The level of Welsh skill required for this position

Verbal

Level 3 Converse partly in Welsh

Written

Level 3 Informal e-mail and internal memo

NOTES:

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POLICING PROFESSIONAL PROFILE SCREENING NURSE

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.	
Grade/Rank	SO2
Responsible to	Occupational Health Lead Nurse / Mental Health and Welfare Lead Practitioner
Functional Area	Corporate Services
Business Area/Department	Health and Wellness Centre, People and Organisational Development, Colwyn Bay
College of Policing Job Family	Business Support
If applicable, Job Evaluation Ref. No.	A1155
Post Vetting requirements	Recruitment Vetting

Minimum Welsh Language Requirements

Spoken Welsh	NWP SL3 - You are able to converse partly in Welsh but turn to English in discussion and to give information. You can understand and respond to general enquiries and describe people and places using simple phrases in Welsh
Written Welsh	NWP WL3 - you are able to write an informal email in Welsh to a colleague

Core Capability Requirements

☒	Not Applicable	☐	CC4 – Evaluate Information
☐	CC1 – Sitting	☐	CC5 – Restraint & Retention
☐	CC2 – Running/Walking	☐	CC6 – Understand/Retain/Explain
☐	CC3 – Decisions/Reporting	☐	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

To provide workplace health surveillance, screening and undertake health assessments ensuring compliance with relevant legislative requirements and to provide information, and organise activities relating to well-being and health promotion.

Key Accountabilities

(This section details the key accountabilities required of the role)

1. To undertake Hepatitis B vaccinations when implemented and post exposure follow up, including the monitoring and updating of relevant records and databases.
2. To be responsible for organising and implementing the annual Flu vaccination schedule as per force protocol **if** brought in-house.
3. To assist the Occupational Health team in the provision of new health programmes and implementation of new health policies.
4. To undertake pre-employment screening of health forms and medicals for the recruitment of all new employees and to assist the Force Medical Advisor (FMA) with pre-employment medical examinations.



5. To carry out preventative health surveillance and monitoring programmes for force members exposed to particular hazards at work, e.g. Audiometric / Spirometry Screening, Blood Tests etc. in line with legislative requirements and ensure a robust system is in place for the recording and monitoring of all staff requiring health surveillance.
6. To promote healthy choices and provide advice and information to employees at both Headquarters and other police sites within the Force.
7. To provide general health and well-being information and take the lead with organising health promotion activities such as organising annual health fairs, providing advice on healthy eating, coronary risk, mental health campaigns etc. working towards 100% compliance with the Bluelight Framework.
8. Ensure all equipment is managed and maintained to a high standard during each shift reporting any issues to the OH Nurse Advisor.
9. Liaise with administration staff to ensure effective workload management, and escalate any concerns to the Occupational Health Nurse Advisor.
10. To deliver advice and guidance on complex issues to the point of resolution.
11. To be accountable for service delivery.
12. To lead projects as directed by Senior Managers.
13. To effectively utilise continuous improvement techniques to improve and develop services.
14. To comply and act in accordance with relevant legislation, North Wales Police Policies and protocols, including Code of Ethics, Development Assessment Profile (DAP), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.
15. To maintain Continuous Professional Development (CPD) and current Nursing and Midwifery Council (NMC) registration through Revalidation.
16. Any other duties as directed by a Supervisory Officer commensurate with the post and salary grading.

Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 1

We take ownership

Level 1

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 1

We deliver, support and inspire

Level 1

Intelligent, Creative and Informed Policing

We analyse critically

Level 1

We are innovative and open-minded

Level 1



Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Prior Education, Experience and Skills:

1. Registered General Nurse with current Nursing and Midwifery Council (NMC) registration status, with at least three years post registration clinical experience.
2. Evidence of continuous professional development and revalidation with the NMC.
3. Experience of working in the Community, Accident and Emergency or Coronary Care, preferably Practice Nursing and / or Occupational Health.
4. Experience of managing own caseload.
5. Previous experience in Health Promotion.
6. Ability to keep comprehensive clinical records.
7. Well-developed written and oral communication skills, including delivering high quality presentations.
8. Computer literate with good knowledge of Microsoft Word, Excel and PowerPoint.
9. Experience in managing a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands.
10. A current driving licence is also required, as the post holder will be required to travel across the Force as required.

Desirable;

11. Knowledge of sickness and absence management processes including advising on reasonable adjustments and recuperative plans.
12. Previous practical experience of undertaking vaccination programmes including the undertaking of Hepatitis prevention programme / administering flu vaccinations or be willing to obtain competency in this skill.
13. Previous practical phlebotomy experience or be willing to obtain competency in this skill.

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)



None

Hours of Duty

The core role will be conducted during office hours, Monday to Friday.

Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date Only when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	20/05/2021			Click here to enter a date.
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POLICING PROFESSIONAL PROFILE

WELFARE LEAD AND MENTAL HEALTH PRACTITIONER

Grade/Rank	POB
Responsible to	Occupational Health and Welfare Lead
Functional Area	Corporate Services
Business Area/Department	Occupational Health Unit (OHU)
College of Policing Job Family	Business Support
If applicable, Job Evaluation Ref. No.	A1248
Post number	SUP2350
Post Vetting requirements	Recruitment Vetting
Agility Status	Agile - Role is not suitable for hybrid working but does not have the constraints of a fixed role
Minimum Welsh Language Requirements	
Spoken Welsh	NWP SL3 - You are able to converse partly in Welsh but turn to English in discussion and to give information. You can understand and respond to general enquiries and describe people and places using simple phrases in Welsh
Written Welsh	NWP WL3 - you are able to write an informal email in Welsh to a colleague
Core Capability Requirements	
☒ Not Applicable	☐ CC4 – Evaluate Information
☐ CC1 – Sitting	☐ CC5 – Restraint & Retention
☐ CC2 – Running/Walking	☐ CC6 – Understand/Retain/Explain
☐ CC3 – Decisions/Reporting	☐ CC7 – Full Shifts/CADRE
Role Purpose	
To lead the delivery of Officer and Staff Welfare support across North Wales Police, with a particular emphasis focusing on the provision of trauma support, critical incident de-briefing, advice, guidance (including signposting) and support on welfare matters in line with the Force Wellbeing Strategy.	
Key Accountabilities	
1.	To Lead the provision of a cohesive welfare support service across the force, as a Special Point of Contact, coordinating a risk management response to unusual and/or unexpected, urgent situations at a fast pace that occur with or without notice.
2.	To Oversee the effective running of the Force's Psychological Welfare Risk Assessment provision and to lead the expansion and engagement of the welfare teams' network of peer supporters, working with colleagues to support the evaluation of the programme.
3.	To work with key stakeholders and take a proactive approach to positively influencing the 'mind-set' of the organisation, managers, and individuals in relation to mental health and emotional resilience, by using persuasion, reassurance, and negotiation skills.
4.	To provide senior management with an accurate overview on the mental health culture of the Primary Mental Health Support by producing clearly written reports and statistical data (clinical governance wellbeing)
5.	To provide clinical advice and offer first line contact with interventions supplemented by promptly identifying the need to onward signpost staff to include OHU and specialist Primary/Secondary Mental Health Community Support services, Crisis Services and/or partners where clinically indicated, i.e., assessing suitability for referrals as appropriate against locally agreed criteria, and in line with National Institute of Clinical Excellence Guidelines (NICE), and work collaboratively to maintain regular



- communication, clarity and up-to-date knowledge regarding the welfare teams service offer and any key updates.
6. To consult with Managers, HRTSO's and OHU to formulate recommendations on reasonable adjustments and rehabilitation programmes to support case management and psychological absence, for police officers and staff to better advise on management of the case.
 7. Implement specialist therapeutic intervention, including providing appropriate interventions to employees following a workplace critical or traumatic incident, delivering psychological surveillance, undertaking clinical assessments (including use of standardised measurement tools e.g., PHQ -9/GAD-7, using this assessment to determine appropriate treatment plans/onward referrals. Mainly cognitive behaviour therapy (CBT) in line with National Institute of Clinical Excellence Guidelines (NICE), and promptly identify the need to signpost clients where clinically indicated.
 8. To incorporate relevant aspects of Mental Health Legislation, Health & Safety at Work Legislation, disability provisions of the Equality Act, Working Time Regulations, Data Protection and GDPR and other relevant legislation within daily activities.
 9. Seeing police officers and staff face to face, assessing their care needs, and developing a programme of care. This may include advice, support, and signposting.
 10. To provide specialist mental health advice, support and education to police officers and staff with complex care needs as part of the screening of referrals. This may range from supporting care planning for individuals' to providing education and practice development to referrers.
 11. Provide skilful and comprehensive assessments and engagement of police officers and staff presenting with complex mental health needs who may be at risk of non-engagement with current care pathways.
 12. Provide health promotion, advice, information, and counselling to police officers and staff, on lifestyle changes, management of suicide ideation, suicide attempts and deliberate self-harm, substance misuse, depression, anxiety, and PTSD.
 13. Demonstrate ability to present often complex cases to the multi-disciplinary team within the case review setting, considering the range of care and treatment options available in line with the current evidence base and making recommendations regarding the appropriate course of action.
 14. Mobilise, assess and manage critical/unpredictable situations that arise, either in relation to the individual caseload or within the wider service as required.
 15. Provide specialist mental health support to the force and required to work with other welfare officers and colleagues in coordinating cover arrangements, for devising and monitoring outcome measures and updating information on local welfare /mental health agencies, opportunities, and services.
 16. Take a lead role in the management of complex cases within the Welfare Team and support staff in the formulation and management of such cases.
 17. A resource for police officers, staff, HR and OHU who will request individuals to attend appointments with them for e.g., discussion of mental health and emotional wellbeing, medication response, more in depth discussion of history and symptoms, or signposting to third sector resources etc as a more specialist alternative to brief repeated OHU appointment.
 18. Be responsible for the delivery of timely, comprehensive specialist assessments and treatment within the scope of their practice.
 19. Be expected to facilitate an initial triage and, if necessary, undertake specialist mental health assessment of emergency referrals, liaising with secondary services as necessary.



20. Participate in the delivery of specialist mental health care, ensuring consistency and continuity in the quality of care.
21. Systematically evaluate the care given, using evidence-based practice and review of Primary Care plans to reflect the changing needs of the individual.
22. To be competent in completing risk assessments, risk management plans and escalating any concerns as appropriate.
23. Participate in Welfare team service development initiatives as required, proposing changes to working practices and being involved in the development and implementation of policies that impact across the multi-disciplinary teams.
24. Provide well-being focused psychologically interventions and coordinate Multi-Disciplinary Team assessment plans for staff and officers displaying such symptoms.
25. Running clinics within the Occupational Health Unit, Triaging and dealing with signposting for staff and officers exhibiting mental health and complex mental health problems (moderate to severe), including post-traumatic stress disorder and various neurological symptoms.
26. Preparing detailed and complex assessments of a variety of cases, including the preparation of detailed reports.
27. To support and provide guidance and welfare advice to Line Managers, Senior Management Team members and Senior Officers across the Force for people suffering with depression, anxiety disorders, including a variety of complex mental health problems.
28. Undertaking and overseeing the supervision of the team of Welfare and Engagement Officers in the delivery of welfare support and critical incident de-briefing providing support with more complex welfare issues as necessary.
29. Following a critical incident, be responsible for delivering the Critical Incident De-Briefing process and all other aspects of welfare support needed. Provide a 24/7 on call service to respond to critical incidents as part of a rota.
30. Maintain visibility on wellbeing issues and provide support, advice and input to a designated area of the workforce, proactively resolving welfare issues at a local level.
31. As part of the Force Wellbeing Team provide support to implement solutions to wellbeing issues, gather intelligence about welfare and wellbeing issues and provide feedback on how welfare and wellbeing support is impacting at a local level.
32. Deliver Mental Health First Aid Training in support of officer and staff wellbeing.
33. Build partnerships and engage with managers in their local area to support delivery of the Wellbeing Strategy including delivery of promotional activity, training or briefings as required.
34. Act as a point of contact for arranging local wellbeing and welfare events in liaison with the Force Wellbeing Lead.
35. Act as a role model for wellbeing with a willingness to encourage others to take up the welfare and wellbeing support that is available.
36. Develop and deliver Engagement Action Plans with HR Advisers.



Core Skills

- Strong organisational skills with attention to detail.
- Leadership and the ability to deal with trauma and respond to challenging and complex situations.

Behaviours

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 2

We take ownership

Level 2

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 2

We deliver, support and inspire

Level 2

Intelligent, Creative and Informed Policing

We analyse critically

Level 2

We are innovative and open-minded

Level 2

Education, Qualifications, Skills and Experience

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. Registered Nurse, Mental Health. Educated to Degree level, with post graduate experience of 5 years. Evidence of relevant CPD, qualification and experience in healthcare, mental health, counselling or an equivalent professional qualification/experience.
2. Mental Health First Aid training (or equivalent) and be willing to successfully complete the North Wales Police programme to become a trainer for Mental Health First Aid Training.
3. Live Registration with the Nursing and Midwifery Council (NMC).
4. Strong leadership and interpersonal skills with the ability to communicate and relate to people at all levels both internally and externally.
5. Excellent organisational skills, together with the ability to prioritise, meet specific deadlines and work on their own initiative.
6. Experience and understanding of traumatic situations, mental health and wellbeing and their potential impact on individuals and contributing factors.
7. Experience of providing welfare and wellbeing support in relation to the traumatic situations within a Blue Light/Armed Forces environment.
8. The post is peripatetic; with the post holder required to travel to locations across the force area in furtherance of responding to and dealing with potential urgent, developing and/or traumatic situations.
9. Competent in the use of various IT applications including Microsoft Office.
10. A full and valid driving licence will be required to undertake the role.



Continuing Professional Development (CPD)

The postholder is expected to maintain their professional knowledge and development in line with the evolving requirements of the role.

Hours of Duty

Individuals will be required to work a rotating shift pattern, which will include some weekend, bank holiday and evening work. It may be necessary for the prescribed shift to be changed at short notice to provide effective cover dependant upon the needs of the Service.

Can be based Central, East or West but there will be the requirement to work from FHQ Colwyn Bay on a regular basis and for regular travel across the Force on an almost daily basis.

Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date <u>Only</u> when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	26/06/2023			Click here to enter a date.
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POLICING PROFESSIONAL PROFILE

HEAD OF MEDICAL SERVICES

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.			
Grade/Rank		POE	
Responsible to		Head of People & Organisational Development	
Functional Area		Finance & Resources	
Business Area/Department		People & Organisational Development	
College of Policing Job Family		Business Support	
If applicable, Job Evaluation Ref. No.		A1255	
Post Vetting requirements		Choose an item.	
Agility Status		Fixed - Restrictions on the role prevents it being undertaken in alternative locations	
Minimum Welsh Language Requirements			
Spoken Welsh		NWP SL3 - You are able to converse partly in Welsh but turn to English in discussion and to give information. You can undersand and respond to general enquiries and describe people and places using simple phrases in Welsh	
Written Welsh		NWP WL3 - you are able to write an informal email in Welsh to a colleague	
Core Capability Requirements			
☒	Not Applicable	☐	CC4 – Evaluate Information
☐	CC1 – Sitting	☐	CC5 – Restraint & Retention
☐	CC2 – Running/Walking	☐	CC6 – Understand/Retain/Explain
☐	CC3 – Decisions/Reporting	☐	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

To lead the four main areas of Medical Services for North Wales Police

- Occupational Health Services
- Custody Healthcare Practitioners
- Sexual Assault Referral Services Provision
- Wellbeing Services

As a subject matter expert provides specialist advice and strategic direction to the Force and has accountability on all aspects of advice on clinical governance and medical related issues.

The role is a strategic role that works closely with the Force Medical Advisor (FMA).

Key Accountabilities

(This section details the key accountabilities required of the role)

1. To be involved in local, regional and national meetings including responsibility for chairing meetings, for example Clinical Governance Board.
2. To undertake clinical work where cases are not taken to the Force Medical Advisor.



3. To triage the work within the department to ensure delivery and allocation of workload to Occupational Health Manager.
4. To deliver the implementation of a new case management system into Occupational Health Services
5. To ensure the delivery of the People Strategy and Delivery Plan.
6. Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
7. To provide advice and guidance on clinical matters to key stakeholders internal and external of the Force.
8. Leadership of the Medical Services Teams to include maintenance of contemporaneous and up to date documentation in line with the code of conduct offered by the Nursing and Midwifery Council and requirements, recruitment and retention of staff and PACE Act.
9. Management of contracts, tender agreements and outsourced services used within the Medical Services.
10. Delegate clinical responsibility and tasks to others who have the ability to deliver the desired results, which makes optimum use of colleagues' abilities while providing learning opportunities.
11. Engage with senior managers within relevant Health Boards to maximise scope for developing and strengthening pathways of care between North Wales Police and the NHS with regards to:
 - Occupational Health Services
 - Custody Healthcare Practitioners
 - Sexual Assault Referral Services Provision
 - Wellbeing Services
12. Ensure accurate completion of management reports which contribute to an executive paper which is reviewed monthly by the NPCC and the PCC.
13. Ensure any clinical incidents or complaints are fully documented and if applicable that the appropriate senior manager is informed and commence the investigation.
14. Ensure North Wales Police have robust safeguarding processes in place for the safe and effective delivery of services for members of the public and Force staff that are either at risk or have come to harm prior to attending Custody/SARC/Occupational Health/Wellbeing Services.
15. Lead and Support the implementation of a nurse led model for the SARC including the appropriate clinical governance and protocol and procedures to meet UKAS accredited Standards.
16. Manage the Ill Health Retirement process liaising with third party Selected Medical Practitioner (SMP) and ownership of the subsequent reports to be submitted to Head of People and Organisational Development.
17. Undertake and delegate the management and organisation of care provision for services delivered and directly commissioned while coordinating the management of North Wales Police Healthcare Services (clinical and administrative).
18. Responsibility for owning and driving forward the Welfare and Wellbeing Agenda, including the ownership of the critical incident de-briefing process, peer support network and the implementation of national frameworks such as the Blue Light Wellbeing Framework.
19. To ensure specialist Occupational Health advice is provided to assist the Force manage sickness absence, rehabilitation processes, work adjustments and the promotion of health and well-being.
20. To have overall responsibility for the Medical Services Budget and private treatment scheme.



21. To manage and implement preventative health surveillance and interventions such as hepatitis vaccination programme for Force members exposed to particular hazards at work.
22. To undertake specialist Occupational Health consulting to assist complex cases and manage risk registers.
23. To regularly undertake clinical audits to ensure we comply with clinical governance Standards.
24. To provide day to day line management of employees, including the proactive management of workplace health and wellbeing.
25. To deal with employee conduct, performance and attendance matters in adherence to Force policy.
26. To effectively analyse performance of the work area, utilising continuous improvement techniques to improve and develop services.
27. To collaborate with other forces and organisations to seek best practice or shared working.
28. To comply and act in accordance with relevant legislation, North Wales Police Policies and protocols, including Code of Ethics, Personal Development Review (PDR), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.
29. Identify possible poor performance (of staff and contractors) and deal with it fairly and consistently by supporting staff through the performance monitoring process.
30. Manage department staffing costs, including variable pay elements and agency costs in accordance with budget requirements.
31. Manage the grievance and disciplinary policy and procedure as appropriate in line with North Wales Police procedures (and where necessary professional governing bodies – i.e. NMC/GMC).
32. Manage the sickness absence process, ensuring that absence is documented accurately and North Wales Police absence policy applied consistently
33. Provide financial and KPI information required by finance and procurement teams in accordance with end of month reporting deadlines for staffing and contracted services.
34. Oversight and management of the performance framework for the Medical Services.
35. Research and suggest workforce requirements that meet departmental needs and legislative functions and lead on the subsequent recruitment of staff, ensuring all staff complete an induction and continue to monitor their progress.
36. Review and approve staff expenses in accordance with the North Wales Police Expenses Policy.
37. Schedule, manage and record annual leave requests ensuring there is no negative impact on the service delivered.
38. Take accountability for ensuring department policies are reviewed and updated annually or following incidents (ensuring robust Clinical Governance processes are in place).
39. Take action to resolve any areas of concern as identified in North Wales Police internal audit or external audit.
40. Offer specialist advice and leadership to senior managers within the Force to optimise healthcare provision and wellbeing services, taking action with regards to underutilisation of key performance targets for managed services.
41. Ensure that clinical governance mechanisms are in place, driven at a local level, ensuring lessons are learnt and experience informs 'best practice'.



42. Maximise full scope for partnership working between North Wales Police and statutory agencies (such as relevant Health Boards).
43. Be a visible, professional role model, providing strong, facilitative and effective leadership for high quality care.
44. To undertake defined projects as agreed by the Service Lead and the Head of People and Organisational Development to support delivery of high quality clinically effective care.

Core Skills

(This section details the core skills required of the role)

Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 3

We take ownership

Level 3

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 3

We deliver, support and inspire

Level 3

Intelligent, Creative and Informed Policing

We analyse critically

Level 3

We are innovative and open-minded

Level 3

Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Essential:

- Must be a Registered General Nurse, with a specialist qualification in Occupational Health, OHND or a Specialist Degree in Occupational Health.
- Must have experience of working in an Occupational Health service or similar environment.
- Must have previous experience of dealing with sickness absence referrals.
- Must have a good working knowledge of Information Technology and its use within Occupational Health.
- Must have previous experience of managing health surveillance and health promotion programmes.
- Must be able to demonstrate experience of managing budgets.



- Must hold a degree, equivalent professional qualification or have relevant experience in the field of work bringing the role holder to a comparable level.
- Must have proven experience of leading and managing teams.
- Must have experience of effecting change to improve performance.
- Must show evidence of continuous professional development.
- Must have well developed written and oral communication skills, including delivering high quality presentations.
- Must be computer literate with good knowledge of Microsoft Word, Excel and PowerPoint.
- Must be able to evidence ability to work autonomously, making sound evidence based decisions.
- Must have proven experience of advising, negotiating and influencing with internal and external customers at all levels.
- Must be able to manage a workload and balance competing priorities, redirecting resources quickly and effectively to meet changing demands.
- Must be able to travel throughout the force area.

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)

Links to other profiles

(Indicates links to NPoCC role profiles, or other professional profiles which should be read in conjunction with this professional profile, please note this may not be exhaustive)

Hours of Duty



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Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date <u>Only</u> when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	18/04/2024			Click here to enter a date.
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POLICING PROFESSIONAL PROFILE

CONSTABLE – WELFARE AND ENGAGEMENT OFFICER

North Wales Police - Other Role Specific Criteria

(Insert details from HR system as appropriate for vacancy)

NWP Job Ref. No.	POL3234
Grade/Rank	Constable
Responsible to	Welfare and Engagement Team Leader
Functional Area	Corporate Services
Business Area/Department	Welfare and Engagement Team
College of Policing Job Family	Business Support
If applicable, Job Evaluation Ref. No.	
Post Vetting requirements	Recruitment Vetting

Minimum Welsh Language Requirements

Spoken Welsh	NWP SL2 - You are able to give and ask for personal details and basic information and respond to simple requests in Welsh
Written Welsh	NWP WL1 - you are able to open and close an email message in Welsh

Core Capability Requirements

☐	Not Applicable	☒	CC4 – Evaluate Information
☒	CC1 – Sitting	☐	CC5 – Restraint & Retention
☐	CC2 – Running/Walking	☒	CC6 – Understand/Retain/Explain
☒	CC3 – Decisions/Reporting	☐	CC7 – Full Shifts/CADRE

Role Purpose

(This section summarises the key function of the role)

To provide support to a designated area of the workforce by being a local contact for delivering critical incident debriefings, resolving welfare issues whilst gathering intelligence about welfare and wellbeing issues.

To support delivery of the Force Wellbeing Strategy & promotions and to work alongside the wider HR team to deliver engagement plans.

Key Accountabilities

(This section details the key accountabilities required of the role)

To take responsibility in their areas, following a critical incident, for delivering and supporting the Critical Incident De-Briefing process and all other aspects of welfare support.

To provide welfare support and signposting to individuals within an area of the Force e.g. Central.

To help to support Mental Health First Aid Training if work load and demand allows.

To maintain visibility on wellbeing issues in their area, gather intelligence and, as part of the wider Wellbeing team, be able to provide feedback on how welfare & wellbeing support is working in their areas

Build partnerships and engage with managers in their local area to support delivery of the Wellbeing Strategy including delivering promotional activity, training or briefings as required

To maintain confidential records, including monitoring of individuals following exposure to trauma;



As part of the Force Welfare Team provide support to implement solutions for any wellbeing issues.

To act as a role model for welfare with a willingness to encourage others to take up the welfare and wellbeing support that is available.

Provide a 24/7 service where needed to respond to critical incidents as part of the major incident plan for the force to cover psychological welfare.

To act as the lead for Engagement within the area by working with HR Business Partners to develop and deliver Engagement Action Plans.

Any other responsibilities duties that are commensurate with the rank and role as directed by the Line Manager.

Core Skills

(This section details the core skills required of the role)

Strong communication skills with the ability to set out logical arguments clearly and adapt language, form and message to meet the needs of different people/ audiences.

Good team working skills demonstrating awareness of individual differences and providing support as required.

Able to proactively develop effective working relationships with colleagues, partners and other stakeholders, understanding their needs and concerns.

Experience and understanding of traumatic situations and their potential impact on individuals

The ability to build a rapport and engage with individuals and teams at all levels;

Able to demonstrate openness and empathy in dealing with people;

Experience of providing welfare and wellbeing support within a Blue Light/Armed Forces environment;

Understanding of mental health and wellbeing issues and the factors that contribute to these;

Understanding and application of confidentiality;

Experience of delivering training, briefings and awareness sessions to a variety of different people and groups;

Excellent organisational skills with the ability to manage a busy workload and prioritise effectively;

Ability to work on own initiative and as part of a team;

Excellent record keeping skills and attention to detail;

Good IT skills, including evidence of use of Microsoft Office programs

Able to identify the drivers of behaviour, acting with discretion and emotional intelligence to manage conflict and defuse difficult situations.

Problem solving skills with the ability to identify cause and effect and develop a course of action designed to target root causes as well as manage impacts.

Able to interpret and apply guidance to a specific activity.



Able to critically question and identify potential opportunities to enhance efficiency and/or effectiveness within own area of work.

Able to identify, analyse and manage risk to inform balanced, proportionate, evidence based decisions.

Able to review and reflect on own performance objectively and to take steps to maintain and enhance competence and professional standards appropriate to the role.

Good time management skills with the able to appropriately prioritise and plan own work.

Skilled in the use of standard IT packages, systems and/or databases to fulfil role requirements.

Behaviours

(Outlines the behavioural requirements of the role)

All roles are expected to know, understand and act within the ethics and values of the Police Service.

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. Under each competency are three levels that show what behaviours will look like in practice.

It is suggested that this role should be operating or working towards the following levels:

Resolute, Compassionate and Committed

We are emotionally aware

Level 1

We take ownership

Level 1

Inclusive, Enabling and Visionary Leadership

We are collaborative

Level 1

We deliver, support and inspire

Level 1

Intelligent, Creative and Informed Policing

We analyse critically

Level 1

We are innovative and open-minded

Level 1

Education, Qualifications, Skills and Experience

(Outlines the skills and educational and qualification requirements to be able to fulfil the role, this criteria should be considered as part of an individual's PDR)

Prior Education and Experience:

- Initial Police Learning and Development Programme Qualified up to September 2020 or Police Constable Degree Apprenticeship/Degree Holder Entry Programme Qualified from September 2020 onwards
- Educated to Level 5/HND in a relevant subject such as healthcare, mental health, counselling or an equivalent professional qualification/experience e.g. Mental Health Nurse, with a minimum of 5 years' experience within an acute or community environment.
- Must be a qualified Critical Incident Debriefing (no preference as to which methodology) and be willing to successfully complete the North Wales Police training;
- Must have completed Mental Health First Aid training (or equivalent) and be willing to successfully complete the North Wales Police programme to become a trainer for Mental Health First Aid training;
- Full driving licence and ability to travel within the Force area
- Previous experience of analysing, interpreting and presenting data/reports.
- Proven track record in working on own initiative influencing management practices and individual behaviours, development and implementation of policies and procedures.

Policing Education and Qualification Framework (PEQF):

For further details, please refer to the National Programme Specification of the relevant programme, located on the College Managed Learning Environment.



Training Requirements:

Mandatory:

- Personal Safety Training Refresher
- First Aid Module 2 Refresher

Development:

- Initial Leadership Skills Course
- Sergeants Quality Investigative Standards

Continuing Professional Development (CPD)

(Outlines possible continuing professional development activities which will enable the individual to maintain and enhance competence in the role, refer also to College of Policing PD Framework)

Maintain and develop a knowledge and understanding of latest Critical Incident De-Briefing processes and all other aspects of welfare support.

Maintain an up to date understanding of Police Regulations and College of Policing Guidance, best practice and any local policy applicable to the operational police context.

Maintain and update key knowledge, understanding and skills relating to criminology, legislation, policy and practice across all functional policing areas of operational policing.

Maintain knowledge and understanding of new approaches identified by evidence based policing research and problem solving, test and synthesise these into working practice, championing innovation and changes to practice.

Maintain a working knowledge and understanding of new and evolving crime threats and priorities and current best practice to tackle these in order to enable a pro-active and preventative approach.

Complete all annual and mandatory training.

Undertake Personal Continuous Personal Development within the Framework where possible.

Professional Registration/Licences

(Outlines any ongoing registration or licencing requirements of the role)

(IF NURSING BACKGROUND must be registered with NMC and have a current pin number, counselling must have 4 years' experience and registered with BACP).

Links to other profiles

(Indicates links to NPoCC role profiles, or other professional profiles which should be read in conjunction with this professional profile, please note this may not be exhaustive)

Constable

Hours of Duty



Individuals are required to work a flexi working rota, which may include some weekend, bank holiday and evening work dependent upon the needs of current service needs and demands.

Reviews & Version Control

Version No.	Effective Date	Reviewed By (Full Name)	Ratification by Diversity & Date Only when the following sections have been updated: Education, Qualifications, Skills & Experience	
1.0	18/08/2021			Click here to enter a date.
2.0	31/08/2021			Click here to enter a date.
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