

Ambitious Stockport, creating opportunities *for everyone*



**Thinking
Stockport**



**Achieving as a
Team**



**Working with
Ambition**



**Showing everyone
Respect**

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

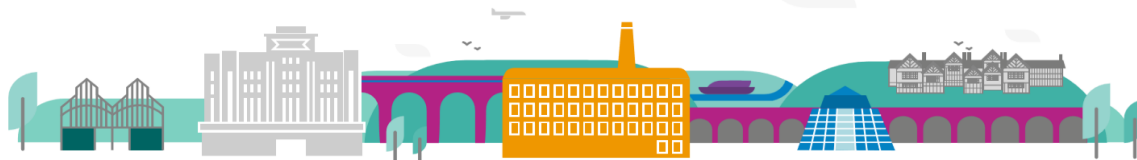
Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>





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About the Job

Role:	START Adviser
Service Area:	Public Health
Directorate:	Services to People - Adults
Salary Grade:	Scale 5 pt-12-17

Main Purpose of the Job

The post holder will be an adviser for START (Stockport Triage, Assessment and Referral Team).

START is part of the Healthy Stockport family of services and is a main point of contact to access behaviour change support and services (including smoking, physical activity, weight management, healthy eating, and drugs and alcohol).

The role of the START adviser is to conduct welcome/initial triages for new clients. They give very brief advice across a wide range of lifestyle issues and support clients to other services where needed. Where substance misuse is identified as a need, they provide immediate information, advice and support (including harm reduction advice) and ensure any urgent healthcare needs are met.

The majority of time will be spent dealing with telephone appointments and limited face to face appointments providing health advice. Subject to capacity there will also be an opportunity to be part of a community offer, seeking to engage people in healthy lifestyle conversations.

Key Responsibilities

- To carry out an initial welcome assessment and triage for new clients, giving advice and support on a wide range of lifestyle issues dependent on their needs and referring to the most appropriate support.
- To undertake a full assessment where substance misuse is identified, providing immediate information, advice and support (including harm reduction advice) and making sure immediate healthcare requirements are met.
- To collect and record information accurately on the case management and performance system, identifying any additional information needs to support effective performance monitoring of the START functions.



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- To work with other services, developing and maintaining effective links and communicating with a range of organisations and individuals to support the work of the START and the wider system.
- To attend relevant local meetings, community events and health events when needed. This may include delivering START updates and offering advice around healthy lifestyles.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

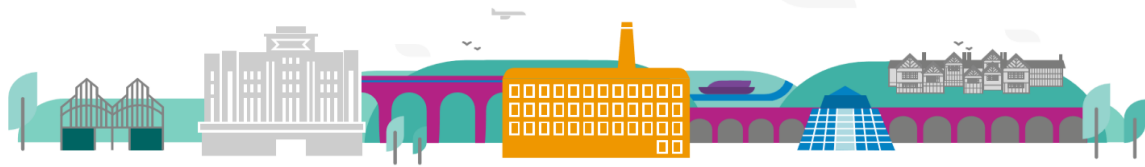
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.



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- Experience of supporting people to improve their health, including those with substance misuse issues, using motivational skills to encourage engagement and positive behaviour.
- Understanding of the key challenges faced by people experiencing substance misuse, showing empathy and a caring approach.
- Good communication skills, with the ability to engage effectively with GPs, service providers, partner organisations, and the public by phone, in writing, and face to face.
- Confident using IT systems to receive, collect, and accurately record information.
- Able to use initiative, manage workload, prioritise tasks, meet deadlines and be self-motivated.
- Work in an organised and methodical way, with good attention to detail and accuracy.
- Be a flexible team player, willing to take on a range of tasks, support colleagues, and share knowledge and ideas.