Falls Management Exercise Officer (FaME)

Responsible to	Salary	Terms
FaME Coordinator	£26,500 - £29,400	37.5 hours a week

Location

Regular travel across Cambridgeshire to deliver classes and conduct appointments.

The successful candidate is anticipated to deliver classes primarily around the areas of South Cambridgeshire & Cambridge City.

ABOUT US

Living Better is a charity that supports people to live healthier, more active lives through community-based health and wellbeing work. We deliver community programmes, events, and partnerships across Cambridgeshire and Peterborough.

ABOUT THE ROLE

We are looking for a Falls Management Exercise Officer (FaME) to join Healthy You - The Cambridgeshire Behaviour Change Service. In this role, you'll help older adults reduce falls and related injuries, build confidence, and feel more independent - supporting them to stay active, healthy and happy through long-term behaviour change.

Key Responsibilities

- Carry out thorough falls risk assessments for eligible adults referred to the service.
- Plan, deliver, and coordinate progressive FaME strength and balance classes in line with NICE guidance and the local falls prevention pathway.
- Encourage and support participants to complete home exercises, including reviewing exercise diaries.
- Demonstrate a strong understanding of local health needs and inequalities affecting older adults, particularly around physical activity.
- Complete baseline, follow-up, and post-programme assessments, offering ongoing advice and signposting to suitable physical activity opportunities.
- Signpost participants to community strength and balance classes across Cambridgeshire to complement home exercise programmes and encourage long-term adherence.
- Provide personalised, participant-led support using a mix of digital tools, face-to-face contact, telephone, email, and text communication.
- Maintain accurate records, analyse data, and contribute insights and recommendations for service improvement.
- Support the production of monthly and quarterly reports on service outputs and outcomes.
- Deliver presentations and community engagement sessions to raise awareness of falls prevention among stakeholders and the public.
- Identify appropriate venues, carry out risk assessments, and manage bookings where required.
- Stay alert to safeguarding concerns and act appropriately in line with Living Better protocols.
- Effectively prioritise and manage workload to ensure high-quality service delivery.
- Provide excellent participant care, demonstrating empathy, respect, and professionalism.
- Embed equality, diversity, and inclusion principles in all aspects of planning, delivery, and evaluation, in line with Living Better's values and standards.

PERSON SPECIFICATION

Skills and Attributes

- Plan and manage own time and workload effectively.
- Manage referrals - progression, completion, and follow-up appointments.
- Respond efficiently to referrals in line with agreed service protocols and procedures.

- Strong communication skills, including written, verbal, non-verbal, and listening abilities.
- Ability to maintain accurate and up-to-date records to support data collection and monitoring/evaluation requirements.
- Good numeracy and literacy skills.
- Empathetic - support participants striving to improve their health and wellbeing.
- Strong relationship-building skills - engage effectively with individuals from diverse backgrounds and target populations.
- Computer literate.
- Flexible and adaptable approach to work.
- Excellent organisational and planning skills - prioritise tasks and manage competing deadlines.
- Team player who can also work independently when engaging with communities.

Knowledge and Experience

- Experience implementing and delivering group-based exercise programmes to older adults with varying needs i.e. those with health conditions or at risk of falling.
- Ability to motivate individuals and groups.
- Comfortable lone working with individuals on a 1-1 basis in community settings.
- Experience of working with targeted communities, in particular older people.
- Knowledge of common risk factors that cause people to fall.
- Awareness of NICE guidance relating to falls.
- Awareness of the benefits of strength and balance exercises.
- Understand the Patient Confidentiality Act and the Data Protection Act.
- Managing own workload, to ensure tasks are completed on time and to a high standard.

Education, Qualifications, and Training

- Postural Stability Instructor (PSI) qualification or be eligible to and have the willingness to work towards it. To attend the PSI training it is essential that the candidate has a level 3 exercise referral qualification, level 3 personal trainer qualification or equivalent. For the full eligibility guidance for the PSI qualification please visit the Later Life Training website.
- Full UK Driving licence and access to a car for work with business purposes insurance.
- Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the wider organisation.

As a high energy and ambitious team, we are looking for a colleague who will help us meet our aims, who lives our values and culture. We believe in empowering our staff and work based on trust and respect in a supportive environment.

BENEFITS

- Enrolment to the Health Shield Health Employee Benefits Scheme
- Learning and professional development opportunities
- Flexible working
- Cycle to work scheme
- Access to a pension scheme
- Confidential advice and support through an Employee Assistance Programme
- Generous Annual leave entitlement (25 days pro rata plus 8 bank holidays)
- Volunteer Day – an additional day of paid leave each year to volunteer in the local community

ADDITIONAL INFORMATION

Living Better operates a flexible hybrid working policy. Staff have access to office space throughout the week, with the option to work from home where appropriate. We also encourage co-location with partner organisations to help build strong, collaborative working relationships.

As this is a delivery-focused role, you will be required to travel regularly to community venues to deliver sessions and support participants.

Occasional travel across the wider Cambridgeshire and Peterborough area may also be required. Therefore, access to suitable transport is essential. If using your own vehicle, you must hold a valid driving licence and have business-use insurance.

This job description provides an overview of the role and responsibilities. You will be expected to be flexible and adaptable, undertaking other duties as required that are appropriate to the level of the post.

SAFEGUARDING CHILDREN, YOUNG PEOPLE AND ADULTS

Living Better is committed to providing equal opportunities for all and is committed to safeguarding children, young people and adults participating in sports and physical activity from harm. For further information please visit https://living-better.org.uk/. As part of our commitment to providing a safe environment for children, young people, and adults at risk, this post is subject to an Enhanced Disclosure and Barring Service (DBS) Criminal Record Check.

VALUES AND BEHAVIOURS

Our values and behaviours framework will guide the behaviours and culture that make Living Better an outstanding organisation to be part of and presents us for what we are, a charity that drives positive change. Our framework is essential to provide clarity on expectations and accountabilities for staff, for Living Better to be an enjoyable and rewarding place to work, whilst collaborating effectively to achieve our strategic aims.

OUR VALUES

Trust – We treat each other with respect, creating a family that supports and cares for each other.
Collaboration – We champion teamwork, with effective communication and accountability.
Passionate – We work with positive energy and innovation, celebrating success as we move.
Inclusivity – We promote a culture of diversity and equality, striving towards access and opportunities for all.
Outcome Focused – We have a local and targeted approach to support our communities to improve their health, happiness and wellbeing.