



Job Description:

Job Title: Wellbeing Coordinator - Community Engagement	
Reporting to: Health and Wellbeing Manager	Hours: 37 per week Salary: Band E £13.05 ph
Responsible for: up to 2 Wellbeing Workers and a small team of volunteers	
<p>Role Summary and context</p> <p>Community First is a successful support organisation to the voluntary and community sector which has grown via organic growth and several mergers and currently covers the local authority boroughs and districts of East Hampshire, Fareham, Havant, New Forest and Winchester. We also provide Community Transport Services in Basingstoke & Deane and Gosport.</p> <p>CF is the Single Contracted Organisation for HCC funding for councils for voluntary service, supporting voluntary and community activities in all areas of Hampshire funded by Hampshire County Council. As such our charitable area of benefit extends across the whole of Hampshire to include Portsmouth, Southampton and IoW. CF's Board has ambitions and plans to continue to grow and develop new services responding to local community needs.</p> <p>This role will be an essential part of delivering a number of exciting new health projects, with a focus on Core20 plus, a new approach to tackling health inequalities.</p> <p>During the pandemic this group of individuals were identified and channeled through the HCC HampshireConnect (2020-2021), there is an ongoing need to provide ongoing support and signposting for this wide group of people.</p> <p>You will be supporting a wellbeing worker to provide a more holistic response to this vulnerable group, whilst working closely with social prescribers to tackle loneliness, support with housing and benefits claims, and providing individual and tailored packages of support to the individuals including where appropriate referrals into supported volunteering.</p> <p>This role will be both office and home based and require flexibility and a willingness to travel within the areas of service and to other locations if required.</p>	

Main Duties

<ul style="list-style-type: none"> ▪ To identify and record gaps in provision for vulnerable members of the community
<ul style="list-style-type: none"> ▪ To promote the Community Connector project to organisations.
<ul style="list-style-type: none"> ▪ To deliver the Community Connector project and ongoing monitoring and evaluation of the service
<ul style="list-style-type: none"> ▪ To signpost our clients to the appropriate services if the support they require is outside of our remit.
<ul style="list-style-type: none"> ▪ To advise customers on relevant resources available in their locality and support them in accessing relevant opportunities enabling clients to regain the confidence to move towards greater independence
<ul style="list-style-type: none"> ▪ Promote access to Health care, social activities, education, training, employment, volunteering, etc., helping to combat isolation, fear of victimisation and anti-social behaviour.
<ul style="list-style-type: none"> ▪ To be a primary point of contact for information on community activities and community support services providing advice to service users and professionals.
<ul style="list-style-type: none"> ▪ To recruit, train and supervise volunteers to provide support across a variety of projects, in particular Digital Champions
<ul style="list-style-type: none"> ▪ To monitor and report on activities and services delivered
<ul style="list-style-type: none"> ▪ To meet the requirements as set out in Community First's policies and procedures and any operational guidance that is issued.

Provide personalised support

<ul style="list-style-type: none"> ▪ The Wellbeing Coordinator will work alongside Wellbeing Workers to support those with more complex needs, with a strength based approach to access both Health and community services that provide more intensive support. Enabling our clients to access the full range of services available in our communities.
<ul style="list-style-type: none"> ▪ Working in a flexible way to support the individual needs of the client and to motivate and boost confidence as lockdown restrictions are lifted. To support clients to re-engage in with their community.

<ul style="list-style-type: none"> ▪ To be a friendly and professional source of information both to individuals, VCO's and statutory services
<ul style="list-style-type: none"> ▪ To connect to the services that already exist locally – both statutory and voluntary, to provide localised community support
<ul style="list-style-type: none"> ▪ To work with people with a range of identified needs, dealing with a variety of issues ranging from social isolation and lack of confidence to more serious ongoing health conditions.
<ul style="list-style-type: none"> ▪ To liaise with other VCO's and statutory services, connecting and building relationships
<ul style="list-style-type: none"> ▪ Encourage people, their families and carers, partners and organisations worked with to provide feedback and to share their stories, how this project has made a difference to their lives, to be recorded on Wellbeing CRM.
<ul style="list-style-type: none"> ▪ Any other duties as may be required

Standard Terms Common to all Job Descriptions

- To promote Community First's Equal Opportunities and Diversity policy
- To comply with all Community First policies and Conditions of Service as laid out in the Community First Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed by the funding partners, commensurate with the grade and responsibilities of the post

Person Specification

Criteria		Essential	Desirable
Personal Qualities & Attributes	Ability to communicate effectively with both clients, colleagues and health partners. Empathy and a good understanding of the issues faced by clients.	✓	
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
	Ability to identify risk and assess/manage risk when working with individuals and a clear understanding of when it is appropriate or necessary to refer clients back to other health professionals/agencies, when what the person needs is beyond the scope of the project	✓	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	✓	
	Demonstrates personal accountability, emotional resilience and works well under pressure	✓	
	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines in a busy and changing environment	✓	
	High level of written and oral communication skills	✓	
	Ability to work flexibly and enthusiastically within a team or on own initiative	✓	
	Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, and health and safety		✓
	Demonstrable commitment to professional and personal development	✓	
Experience			
	Experience of working with or managing volunteers		✓
	Experience of data collection and providing monitoring information to assess the impact of services		✓
	A demonstrable and genuine interest in people and their welfare and an ability to deliver services that provide practical support for clients.	✓	

Wellbeing Coordinator 05/2022

	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports		✓
Other	Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions	✓	
	Willingness to work flexible hours when required to meet work demands	✓	
	Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	✓	