



### Job Description:

<b>Job Title:</b> Wellbeing Coordinator – Improving Access	
<b>Reporting to:</b> Health and Wellbeing Manager	<b>Hours:</b> 37 per week <b>Salary:</b> Band E £13.05 ph
<b>Responsible for:</b> up to 2 Wellbeing Workers and a small team of volunteers	

### Main Duties

<ul style="list-style-type: none"> <li>▪ To identify and record gaps in provision for vulnerable members of the community</li> </ul>
<ul style="list-style-type: none"> <li>▪ To signpost our clients to the appropriate services if the support they require is outside of our remit.</li> </ul>
<ul style="list-style-type: none"> <li>▪ To advise clients 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</li> </ul>
<ul style="list-style-type: none"> <li>▪ Promote access to Health care, social activities, education, training, employment, volunteering, etc., helping to combat isolation, fear of victimisation and anti-social behaviour.</li> </ul>
<ul style="list-style-type: none"> <li>▪ To be a primary point of contact for information on community activities and community support services providing advice to service users and professionals.</li> </ul>
<ul style="list-style-type: none"> <li>▪ To recruit, train and supervise volunteers to provide support across a variety of projects</li> </ul>
<ul style="list-style-type: none"> <li>▪ To monitor and report on activities and services delivered</li> </ul>
<ul style="list-style-type: none"> <li>▪ To meet the requirements as set out in Community First's policies and procedures and any operational guidance that is issued.</li> </ul>

### Provide personalised support

<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<ul style="list-style-type: none"> <li>▪ To be a friendly and professional source of information both to individuals, VCO's and statutory services</li> </ul>
<ul style="list-style-type: none"> <li>▪ To connect to the services that already exist locally – both statutory and voluntary, to provide localised community support</li> </ul>
<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<ul style="list-style-type: none"> <li>▪ To liaise with other VCO's and statutory services, connecting and building relationships</li> </ul>
<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<ul style="list-style-type: none"> <li>▪ Any other duties as may be required</li> </ul>

## Person Specification

Criteria		Essential	Desirable
<b>Personal Qualities &amp; Attributes</b>	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	✓	
	<b>Experience</b>		
	You will have experience of working with clients with health challenges	✓	
	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.	✓	

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	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports		✓
<b>Other</b>	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	✓	

### **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