



**Job Description:**

Job Title: Wellbeing Worker – Health projects	
Responsible to: Wellbeing worker	Responsible for: Small team of Volunteers
Hours: 25 per week	Salary Band D: Salary £11.65 ph
<p><b>Purpose of the Role:</b></p> <p>The role of an advocate in health and social care is to support a vulnerable or disadvantaged person and ensure that their rights are being upheld in a healthcare context. Health and social care advocacy means supporting people who are unable to ensure their best interests are being taken care of.</p> <p>The ultimate objectives in health and social care advocacy are to ensure that:</p> <p>The client’s voice, views and experiences are heard and treated with appropriate respect.</p> <p>Working with a colleague you will be setting up a service, working with Health colleagues to identify non urgent/high service users and offer a support service in the form of a health advocacy service, with the aim of alleviating pressures and find a good remedy, essentially it might just be as simple as having someone to listen to the patients concerns and thereby reducing pressure on local surgeries.</p> <p>This role will be a telephone &amp; online appointment service, piloting in one area initially.</p> <p>The Wellbeing Worker role will support those with more complex needs with a strength based approach, enabling access community services who are able to provide more intensive support, ensuring the client has the opportunity access a full range of services that are available in our communities.</p> <p>This role will make sure that the most vulnerable in our communities receive the high quality support to maintain and maximize their independence, health and wellbeing. The provision of this support, individually tailored, valuing people as individuals will enable them to regain their confidence and reduce social isolation.</p> <p>Post-holders must display a service-orientated outlook and attitude - with a genuine desire to go the ‘extra mile’ for customers.</p>	

**Main Duties:**

- To identify and record gaps in provision for vulnerable members of the community
- To signpost our clients to the appropriate services if the support they require is outside of our remit.
- 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
- Promote access to Health Services, social activities, volunteering, etc.
- To be a primary point of contact for information on community activities and community support services providing advice to service users and professionals.
- To monitor and report on activities and services delivered
- To meet the requirements as set out in Community First's policies and procedures and any operational guidance that is issued.
- Any other duties as may be required

**Provide personalised support**

- The Wellbeing Worker will support those with more complex needs, with a strength based approach to access community services that provide more intensive support. Enabling our clients to access the full range of services available in our communities.
- To be a friendly and professional source of information both to individuals, VCO's and statutory services
- To connect to the services that already exist locally – both statutory and voluntary, to provide localised community support
- 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.
- To liaise with other VCO's and statutory services, connecting and building relationships

**Data Capture**

- 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 positive impact on their wellbeing.

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, including IT 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 within a health environment		✓
	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.	✓	

	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create 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