



Job Description:

Job Title: Wellbeing Worker – Community Engagement	
Hours 37 per week	
Salary Band D Salary 11.65 ph	
Report to: Wellbeing Coordinator	Responsible for: Small team of volunteers
<p>Purpose of the Role:</p> <p>This project is designed to support the most vulnerable in our communities where we have seen a gap in support available during the Covid 19 outbreak. It is also designed to work across the recovery phase, whenever that happens to ensure the most vulnerable in our communities do not become reliant on support but are instead helped to transition in a way that supports their wellbeing. We will help vulnerable customers to receive food where they need help, whether they can afford to pay for it or not and help those who need to access health appointment.</p> <p>The Wellbeing Worker 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 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. You will be supporting a wellbeing coordinator to provide a more holistic response to those suffering from health inequalities in our communities.</p> <p>As a Community Connector, you will become a local expert, gathering and sharing information about local opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives. You will be led by the individuals themselves, to develop a personalised programme of support, building on their own personal strengths and assets.</p> <p>You will undertake scoping and mapping of local Portsmouth and South East Hants Heart Failure Support, post pandemic, as lots of small VSE's have scaled back delivery and funding supplies have diminished. The aim is to understand what is available to the local population currently and where there maybe gaps in service. Exploring peer to peer groups including those that may already be available within the Voluntary sector.</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</p>	

this support, individually tailored, valuing people as individuals will enable them to regain their confidence and rejoin their communities.

Post-holders must display a service-orientated outlook and attitude - with a genuine desire to go the 'extra mile' for clients.

Main Duties:

- To identify and record gaps in provision for vulnerable members of the community
- To work in partnership with existing VCO's to expand or set up projects and services to meet that need
- 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 social activities, education, training, employment, volunteering, etc., helping to combat isolation, fear of victimisation and anti-social behaviour.
- To be a primary point of contact for information on community activities and community support services providing advice to service users and professionals.
- To oversee and monitor the Assisted Shopping and Befriending services for locality.
- To recruit, train and supervise volunteers for both the Assisted Shopping and Befriending services.
- 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 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.

- 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.
- 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 to provide feedback and to share their stories, how this project has made a difference to their lives, to be recorded on Wellbeing CRM.

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 listen, empathise with people and provide person-centered support in a non-judgmental way	✓	
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	✓	
	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 people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role	✓	
	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	✓	
	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, information governance, and health and safety	✓	
Qualifications & Training	Good general education especially in English and Maths	✓	
	Demonstrable commitment to professional and personal development	✓	
Experience			
	Experience of supporting people, their families and carers in a related role (including unpaid work)	✓	
	Experience of working with the VCSE sector (in a paid or unpaid capacity), including with small community groups and of coordinating/managing volunteers.		✓
	Experience of data collection and providing monitoring information to assess the impact of services		✓
	Experience of partnership/collaborative working and of building relationships across a variety of organisations	✓	

	Experience of lone working and working within a busy, results orientated and constantly changing environment.	✓	
Skills and knowledge	Effective time management skills. Able to work effectively under pressure and organise priorities and in a 'lone working' environment.	✓	
	A demonstrable and genuine interest in people and their welfare and an ability to deliver services that provide practical support for customers without undermining their independence.	✓	
	Ability to communicate effectively with clients and understand their needs, often in emotional and sensitive situations. Empathy and a good understanding of the issues faced by clients e.g. vulnerable people.	✓	
	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
	Knowledge of VCSE and community services in the locality		✓
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	✓	