



Job Description:

Job Title: Wellbeing Worker – Community Engagement, Digital Inclusion and Support Groups	
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, building on the work undertaken within the pandemic to identify and support individuals who may benefit from local 1:1 or group support.</p> <p>Building on the work undertaken within the pandemic to identify and support individuals who are identified via local social prescribers, self-referral or via Vol. sector local organisations, would benefit from some local 1:1 or group support- not age limited or cohort specific.</p> <p>During the pandemic this group of individuals were identified and channeled through the HCC Hampshire Connect (2020-2021), there is an ongoing need to provide ongoing support and signposting for this wide group of people. Linking with other projects to provide a more holistic response to this vulnerable group. Community engagement on social media and local providers (Social prescribers and wellbeing coaches) services to be advertised across the SE Hant’s locality.</p> <p>The Wellbeing Worker will work with individuals to develop a personalised plan including goal setting, and enable essential social connections. 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>	

Wellbeing Worker Job Description 05/2022

Some examples of support could be social trips and days and to be included in activities they would otherwise not have access to, including visits to local wildlife sanctuary's, cat cafes and engagement with pat dogs.

Some examples of support could be social trips and days and to be included in activities they would otherwise not have access to.

You will also play a key part in our Digital Inclusion Project and will deliver the service across Fareham, Gosport, Havant and East Hampshire. You will recruit a team of volunteer digital champions and ensure that the project is delivered on time and to target, producing positive outcomes for older people and delivering real impact.

You will ensure that the volunteer teams have the framework, systems and support in place to be able to work most effectively and will monitor and report on the project as required. Ideally, you will have experience of leading and managing happy and effective volunteer teams as well as a strong understanding of accessing health solutions using digital technology.

Where there is an evidenced need, set up face to face or virtual support networks. The experience of suffering from Long COVID can be isolating, especially as people often don't have access to their usual support network of family, friends and colleagues. A recent study by the AHSN indicated that a large group of patients feel they would benefit from having peer-to-peer support to share experiences and link together information and avenues for support.

Meeting with others in similar situations and finding mutual support and encouragement with other people going through a similar experience can be invaluable.

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 rejoin their communities.

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

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 that 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.
- 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	✓	