



LOTTERY FUNDED



Building
stronger
families

Family Action A&E WellFamily Service

Voluntary role

2-5 hours per week

Based in Hackney

Family Action is delighted to be recruiting a volunteer for our Hackney A&E WellFamily Service – a 3 year Pilot funded by the Big Lottery. The service launched in April 2016 and is growing in popularity. The service provides clients with a holistic assessment and offers emotional and practical support to individuals, couples and families.

The service receives referrals from Homerton Hospital A&E Department, other hospital departments, GPs and community services. We complete daily visits to the hospital to meet with potential referrals as well as a weekly stall within A&E where patients can make enquiries and self-refer. The A&E WellFamily Service have also linked up with various community services and work collaboratively with them to provide the highest level of support to our clients. The service is a short term intervention model – offering six to eight face to face sessions and seeing up to 25 service users a week.

We are looking for a confident and outgoing individual to support us with:

- Promoting the A&E WellFamily service and provide alternatives to attending A&E among patient's presenting at Homerton Hospital.
- Promoting the A&E WellFamily service among community services within Hackney.
- Act as a representative for the A&E WellFamily Service.
- Enhance the wellbeing of our clients.

What your role will include:

- Holding the weekly stall at Homerton Hospital where clients will approach you for information about the A&E WellFamily service and advice on services within the community after which you will have some small administrative duties.
- To complete a triage of A&E once per week with A&E staff to identify potential referrals.
- To organize and attend meetings with local community services to promote the A&E WellFamily service and our referral pathway.
- To provide translating services (if a second language is spoken) during client sessions.
- Organise and promote wellbeing events for the clients to attend.

Please note the cost of travel and lunch will be covered by Family Action.

Please send completed applications to melissa.britton@family-action.org.uk

Registered Charity Number: 264713