

Job description  
WellFamily Service Coordinator  
Gainsborough



<b><u>Hours:</u></b>	<b>37 hours per week</b>
<b><u>Grade:</u></b>	<b>Grade 3 point 24</b>
<b><u>Service:</u></b>	<b>Gainsborough</b>
<b><u>Reports to:</u></b>	<b>Operational Manager</b>

The role is to deliver a WellFamily Service to specific GP across Gainsborough. To implement patient referrals from participating GPs and other primary care health professionals, providing coordinated service, co-designing a delivery model to improve health and well-being outcomes for individuals with a longer term outcome of reducing the number of clinical /medical interventions required.

**Principal Accountabilities:**

1. To manage, support and supervise a staff team, be responsible for performance management, supervision and the development of staff, volunteers and students
2. To establish and maintain effective liaison with stakeholders including health, voluntary, social and education resources, attending relevant meetings as necessary.
3. To work in partnership with all voluntary and community organisations to build a comprehensive database of local resources to design and support the Social Prescription Menu
4. To train and develop GPs and primary care health teams' knowledge on how to identify patients suitable for WellFamily/social prescribing service referral on a quarterly basis.
5. Set up and maintain comprehensive data and evaluation systems, including individual health outcome tools.

6. Set up service steering group including representation from all stakeholder groups to support the on-going development, monitoring and evaluation of the programme.
7. To provide the Operational Manager with regular reports/information on performance targets to ensure KPI's are met and contract reporting and monitoring arrangements are complied with. Provide monthly, quarterly and annual comprehensive outcome focused reports, detailing the progress of the service
8. To recruit, train and supervise volunteers, matching them to individual service users for specific time-limited support in achieving positive engagement in activities promoting health and well-being as required.
9. To be a passionate advocate for service users participation and involvement, and with support of the Operational Manager to develop coproduction systems to increase the opportunities for service users to influence and shape the way services are designed, developed and delivered.
10. To identify gaps and shortfalls in performance and, by working collaboratively with services' users, staff and the operational manager develop practical solutions to address them.
11. To support staff in undertaking holistic assessments and co-design Health and Well-being Plans with individual service users, identifying support needs to ensure maximum engagement in improving health and well-being.
12. To ensure service provides users with continuity and a coordinated experience of care. To be innovative and enterprising in developing links with a wide range of partner agencies to provide an integrated and complimentary range of support services.
13. To ensure information on sources of voluntary and community support is up to date at all times to enable effective and accurate signposting and linking of individuals with services.
14. To keep and maintain electronic records and adhere to confidentiality, information sharing protocols and provide monitoring information as required.



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15. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's and LCC's procedures for promoting and safeguarding the welfare of children and vulnerable adults.



16. To implement the principles of Family Action and LCC Equal Opportunities Policy in every aspect of your work and positively promote the principles of the policy amongst colleagues, service users and other members of the community.

17. 17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect the health, safety and welfare of yourself and others.

18. To work flexibly as required by the service and to take part in Family Action's and other organisations' meetings and events to promote, support and celebrate the work of the service and the agencies.

19. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:

- a) Being **people** focused
- b) Reflecting a '**can do**' approach
- c) Striving for **excellence** in everything we do
- d) Having **mutual respect** for everyone we work with, work for and support through our services

## Person Specification

1. Educated to level three or above with a recognised professional qualification in social work, health, education or equivalent, and evidence of a commitment to continuing learning and professional development. Level 2 in Literacy and Numeracy.
2. Demonstrable experience of at least 2 years of supervising staff and volunteers, providing effective leadership, managing conflict, using negotiation and influencing skills where necessary to ensure a high quality service that meets the needs and promotes positive outcomes for individual service users.
3. Significant experience of working in a multi – disciplinary setting and partnership working. Excellent interpersonal and getting people to 'buy – in' to the service skills.

4. Ability to influence, motivate and set the directions/vision and engage key partners in delivery model.
5. Have a good understanding of local services and good understanding of Social Prescribing.
6. Excellent written, verbal, listening and presentation skills. Experience and confidence in planning, delivering and evaluating trainings and workshops to inform future planning.
7. Ability and Experience of collating, monitoring and analysing data to demonstrate and evaluate outcomes. Proven ability to write comprehensive reports for a variety of stakeholders.
8. Ability to prioritise and organise workload effectively and ability to work under pressure, meet deadlines and adapt to new models of working. Ability to forward plan and manage referrals effectively to ensure high quality service delivery.
9. Good assessment, planning and record keeping skills. Ability to collate and analyse data from more than one source and feedback to inform forward planning.
10. Proven skills in collating information and data on community resources and organising these in up-to-date and accessible formats for a range of different service users from various communities.
11. Understanding of the needs of families/individuals, and of the impact of mental health and social exclusion on outcomes for children and a commitment to and willingness to promote inclusion and equality of opportunity for all.
12. In depth knowledge of national and local safeguarding policies and procedures and experience of responding promptly and appropriately to safeguarding concerns.
13. Experience of planning and shaping the service provision in co-production with service users and stakeholders including health partners.
14. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people** focused



- b) Reflecting a **'can do'** approach
- c) Striving for **excellence** in everything we do
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