

## Job Description

### Senior WellFamily Plus Worker – temporary until 31<sup>st</sup> March 2020

<b>Location:</b>	City and Hackney
<b>Hours:</b>	37 hours per week
<b>Grade:</b>	Grade 3, pt 20 to pt 23
<b>Service:</b>	WellFamily Plus
<b>Reports to:</b>	Hackney WellFamily Plus Co-ordinator

#### Principal accountabilities:

1. To undertake holistic assessments and co-design Health and Well-being plans with individual service users, identifying support needs to ensure maximum engagement in improving mental health and well-being.
2. To provide service users with continuity and a coordinated experience of care, remaining point of contact throughout their time with the service.
3. To establish and maintain effective liaison with stakeholders including health, voluntary, social and education resources, attending relevant meetings where possible and as necessary.
4. To pro-actively link service users with community resources and organizations, actively promote their access which would increase support available to service users (and increase health and well-being).
5. 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. To work in partnership with all voluntary and community organisations to build a comprehensive database of local.
6. Set up and maintain comprehensive data and evaluation systems, including individual health outcome tool (Recovery Star).
7. Provide quarterly comprehensive outcome focused reports detailing the progress of the service against its key performance indicators.
8. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.

9. Contribute locally as well as regionally, to strategic planning discussions and ensure collaborative working with statutory and voluntary agencies and service providers to ensure a high quality unified services. Ensure that service-users' views are heard and understood and inform and influence the development of local health, social care, education and voluntary services' provision and practice.
10. 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.
11. Take responsibility for personal development and actively participate in team, clinical and working group meetings, and Family Action's supervision and appraisal processes. Be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement and clinical supervision.
12. To be self-administering and keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
13. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
14. To comply with Family Action's Health and Safety Policy, GDPR Policy and to protect the health, safety and welfare of yourself and others.
15. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
16. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
17. 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



## Person Specification

### Senior WellFamily Plus Worker – temporary until 31<sup>st</sup> March 2020

#### Education, qualifications and background:

1. Educated to level three or above with a recognised professional qualification in social work, counselling, psychotherapy, health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. A sound understanding of the causes and impact of mental ill health upon individuals and their communities.
3. Excellent holistic assessment as well as consultation skills and experience of providing empowering support to adults and families in a planned and structured way to improve mental health, recovery and well-being outcomes.
4. Experience of delivering evidence based, solution focussed interventions and practical support on a range of issues such as housing, debt and welfare benefits.
5. Experience of working in collaboration with service users and other professionals to create qualitative and effective Health and Wellbeing plans, risk assessments and discharge plans.
6. A proven experience of working with a diverse range of service users, with a multiplicity of need and vulnerability and higher thresholds of mental health concerns.

#### Abilities and skills:

7. Ability to speak a second language would be an advantage.
8. Excellent knowledge of the City & Hackney area and community resources. 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.
9. Ability to work within a wider team and foster good working relationships.

10. Excellent record keeping skills and the proven ability to write comprehensive reports for a variety of stakeholders.
11. Excellent IT skills and ability to do own administration using data base, PowerPoint and other IT packages.
12. A confident and professional approach to working with a variety of stakeholders.
13. A proven knowledge and understanding of pan-London Child Protection procedures and Working Together to Safeguard Children and vulnerable adults, as well as ability to work in accordance with local and organisational Child protection and Safeguarding policies and procedures, demonstrating the ability to risk manage complex cases.
14. Excellent time management skills to work autonomously, self-motivate, plan, prioritise work under pressure and tight deadlines, as well as adapt to new models of working if necessary.
15. A proven ability to work flexibly, undertaking out of hours work - including mornings , weekends, evenings as required by the services.as required by the service.
16. Ability to use outcome measures, evaluate and monitor evidence based practice and share the data with external evaluator's and stakeholders.
17. 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