



## **Wandsworth WellFamily Service Job Description and Job Specification for Volunteers**

**Job title:** Volunteer WellFamily Coordinator

**Location:** Wandsworth GP surgeries/ Lewisham office

**Hours:** 8+ hours per week with a minimum commitment of 6 months

**Service:** Wandsworth WellFamily Service

**Reports to:** Wandsworth Services Manager/ Senior WellFamily Practitioner

The Wandsworth Well Family Service is an early intervention mental health and well-being service based in a number of GP practices across the London borough of Wandsworth. The service is a frontline source of help for adults with mental ill health who present to GPs with a wide range of additional and often complex, non-medical support needs or social problems. This may include problems with housing, finances, and employment or family relationships. The service is currently delivering a service in 6 GP practices in Wandsworth and is funded by the CCG.

The volunteers will have the opportunity to see clients referred from participating GPs and other primary care health professionals. You will receive core training to provide clients with holistic assessments, care plans and practical and emotional support to improve their health and well-being.

### **Job Description**

1. To create service user lead care plans and measure progress and outcomes using evidence based tools.
2. Maintain comprehensive and accurate reports and case management records in accordance with Family Action's best practice standards, including regular case audits.
3. To undertake a holistic assessment 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.
4. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
5. To ensure you have an understanding of, and comply with Family Action's procedures for promoting the safeguarding and the welfare of children and vulnerable adults when working with clients.

6. To provide service users with continuity and a coordinated experience of care, remaining point of contact throughout their time with the service
7. Show commitment to Family Action's values: people focus, 'can do', excellence and mutual respect.
8. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
9. 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.
10. 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.
11. 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**

### **Job title: Volunteer- WellFamily Coordinator**

1. A understanding of the causes and impact of mental ill health upon individuals and their communities
2. Experience with completing assessments providing support to adults/ children & families in a planned and structured way to improve their well-being and achieve desired outcomes.
3. Educated or working towards a NVQ Level Three qualification in social work, counselling, health, education or equivalent.
4. Knowledge of the development needs of children and the challenges of parenting, and the impact of deprivation and marginalisation on communities, families and individuals.
5. Record keeping, verbal, listening, presentation skills and the proven ability to write reports.
6. IT skills and ability to do own administration using data base, PowerPoint and other IT packages

7. A proven understanding of safeguarding for children and vulnerable adults and ability to implement relevant policies and procedures.
8. The ability to work autonomously and to plan, prioritise work and adapt to new models of working.
9. Participation in training relevant to your work, discussing your training needs with your line manager and a willingness to undertake local training as required by the Services Manager.
10. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - Being people focused
  - Reflecting a 'can do' approach
  - Striving for excellence in everything we do
  - Having mutual respect for everyone we work with, work for and support through our services