

JOB DESCRIPTION

Job title: WellFamily Wellbeing Coordinator

Location: Multiple sites including Wandsworth Foodbank weekend sessions: Shaftesbury Christian Centre, Battersea (Saturday mornings); The Yard, Putney (Sunday afternoons), and Lewisham office (199 Perry Vale, SE23 2JF)

Hours: 14 hours per week (week days and weekends)

Grade: Grade 3 Point 20 - 23

Service: Wandsworth WellFamily

Reports to: Service Manager

Key tasks and responsibilities:

1. To provide friendly, understanding safe and non-judgemental advice and support to clients who access the service via the foodbank, and allow them to explain their problems and empower them to set their own priorities. Undertake holistic assessments and collaborative Health and Well-being plans, identifying support needs and referring internally or to other specialist agencies as appropriate.
2. To provide follow up support and home visits, if appropriate, in close liaison with the WellFamily Team and facilitate appropriate signposting and referrals to statutory and voluntary agencies.
3. To provide service users with the option of continued support, a point of contact and a coordinated experience of care, throughout their support agreement with the Wandsworth WellFamily Service .
4. To establish and maintain effective liaison with stakeholders including Wandsworth Foodbank, health, voluntary, social and education resources, attending relevant meetings where possible and as necessary. To build an excellent relationship with the food bank volunteer team.
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 resources
6. Set up and maintain comprehensive data and evaluation systems, including NICE health outcome tools: GAD7, PHQ9, CORE 10 and EQ5D.

7. Provide quarterly comprehensive outcome focused reports and case studies detailing the progress of the service against its key performance indicators.
8. To keep records of your work, adhere to GDPR, confidentiality, information sharing protocols, and provide monitoring information as required.
9. 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.
10. To comply with Family Action's Health and Safety Policy, Data Protection Policy, GDPR and to protect the health, safety and welfare of yourself and others.
11. 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. 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
12. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action's procedures for promoting the safeguarding and the welfare of children and vulnerable adults.
13. 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.
15. To work flexibly as required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

1. A sound understanding of the causes and impact of mental ill health upon individuals, families and their communities.
2. Excellent holistic assessment as well as consultation skills and experience of providing empowering support to adults in a planned and structured way to improve mental health, recovery and well-being outcomes.
3. 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.
4. Excellent record keeping skills and the proven ability to write comprehensive reports for a variety of stakeholders.
5. Excellent IT skills and ability to do own administration using database, PowerPoint and other IT packages.
6. A confident and professional approach to working with a variety of stakeholders.
7. Excellent written, verbal, listening and presentation skills.
8. A proven understanding of safeguarding for children and vulnerable adults and ability to implement relevant policies and procedures.
9. The ability to work autonomously and to plan, prioritise work under pressure and adapt to new models of working.
10. Willingness to undertake local training as required by the Services Manager.
11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by
 - e) Being people focused
 - f) Reflecting a 'can do' approach
 - g) Striving for excellence in everything we do
 - h) Having mutual respect for everyone we work with, work for and support through our services
12. Educated to level three or above with a recognised professional qualification in social work, counselling, health, education or equivalent, and evidence of a commitment to continuing learning and professional development. Qualifications and experience as a counsellor, and registration of a professional body is preferable.