

Temporary LILY Adviser, Swaffham Services, Norfolk

Grade 2 (lower): £19,974 - £22,584 per annum pro rata

7.5 hours per week minimum, with the opportunity for more depending on referrals & events

Temporary contract until March 2021

The Borough Council of King's Lynn & West Norfolk has been commissioned by Norfolk County Council & the CCG to promote the use of Ask LILY <http://asklily.org.uk/kb5/westnorfolk/cd/home.page> as a resource to Combat Social Isolation and Reduce Loneliness. The Borough Council is working in partnership with five local voluntary organisations to provide LILY Advisers (based on a 'social prescribing' model of support) to help people referred to Ask LILY to engage with their local communities and to build personal resilience. Family Action is one of the five voluntary organisations and we are very excited to be part of this innovative project. The work has been adapted slightly during the Pandemic in that most of the support we offer is by telephone or video calls, but the need to support people who are lonely and isolated has become even more important. Once Covid-19 restrictions are limited there will be an opportunity for you to generate your own work by making contact with local voluntary and professional groups to promote Ask LILY. However, the main focus of your work is to respond to referrals from the Borough Council that have been made to LILY.

You will be expected to work a minimum of 7.5 hours a week but there will be the opportunity to work more hours as overtime if the volume of referrals from Ask LILY increases and depending on promotional events books (subject to changes in Covid-19 restrictions). Clients will live in the West Norfolk CCG area, which includes Swaffham and surrounding areas, and some parts of Breckland. This is a new role and the appointment will be reviewed in March 2021.

There will be two elements to the role.

- The first (and primary role while Covid-19 restrictions are in place) will be to respond to referrals to the Ask LILY service which come through the Borough Council. You would normally visit people in their homes or in a community venue to carry out an assessment, but currently this is done on the telephone (unless a welfare check is required). You will then develop and strength based action plan with the client to identify their personal interests and goals and the outcomes they would like to achieve. The plan should take into account any physical, mental or environmental barriers and how they can be managed or overcome. The aim is to be creative in considering how to empower people and support them to link with their communities and build resilience. You will be able to offer up to four additional one to one appointments and telephone support to support them to implement the action plan and reach their goals. The final step will be to review the action plan and the outcomes.
- The second element of the role is on hold at the moment as it is to promote Ask LILY to a wide range of community groups and professionals and in community venues – from Parish Councils and schools to supermarkets and village halls. You will be expected to be proactive in making contact with these groups to make appointments and this may include evenings and weekends.



You will need to have experience of working one to one with adults in the community, in a voluntary or paid role, building relationships and empowering and encouraging them to recognize and build on their strengths. Knowledge of the wider determinants of health, including social, economic and environmental factors; an understanding of mild to moderate mental health problems and some knowledge of social welfare advice is essential. You will also need to have a good knowledge of services in the local area and the ability to maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals. You will need to be confident in speaking to groups and promoting Ask LILY and community events. You will need to be confident in the use of the telephone, particularly as we are currently building relationships with clients in this way. You must also be confident in the use of IT as good record keeping is fundamental to good safeguarding and project reporting.

Appointments are subject to Family Action receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

Our Values: People focus, Mutual Respect, Excellence-in-all-we do and a Can-Do attitude.

If you can relate to these and have the necessary skills and attitude we can offer you:

- A competitive salary, leave entitlement and pension scheme
- Career development opportunities
- A full induction and on going quality training
- The opportunity to become part of Family Action initiatives
- Flexible working hours
- Managed work loads with regular supportive and reflective supervision

For an application pack and further information, including the benefits we offer, please visit www.family-action.org.uk/workingwithus.

Please email completed applications to: completed.application28@family-action.org.uk

Closing date: Monday 10th August 2020, 9am

Interview date: TBC

Family Action offers good working conditions, a comprehensive training programme and a Group Personal Pension Scheme (GPPS). We welcome applications from all sections of the