

JOB DESCRIPTION

Job title: Senior WellFamily Plus Service Worker

Service: Hackney WellFamily Plus

Salary: Grade 3 Point 20 – 23

Hours: 18.5 hours per week

Location: City and Hackney

Responsible to: Hackney Services Manager

Key tasks and responsibilities:

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 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.
5. Set up and maintain comprehensive data and evaluation systems, including individual health outcome tool (eg. Recovery Star).
6. Provide quarterly comprehensive outcome focused reports detailing the progress of the service against its key performance indicators.
7. To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
8. 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.
9. 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.

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. 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.

12. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.

13. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

14. 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

15. 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.

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18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

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. 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.
5. Excellent record keeping skills and the proven ability to write comprehensive reports for a variety of stakeholders.
6. Excellent IT skills and ability to do own administration using data base, PowerPoint and other IT packages.
7. A confident and professional approach to working with a variety of stakeholders.
8. Excellent written, verbal, listening and presentation skills.
9. A proven understanding of safeguarding for children and vulnerable adults and ability to implement relevant policies and procedures.
10. The ability to work autonomously and to plan, prioritise work under pressure and adapt to new models of working.
11. Willingness to undertake local training as required by the Services Manager.
12. Ability to work within a team and foster good working relationships.
13. A proven ability to work flexibly, undertaking out of hours work - including mornings, weekends, evenings as required by the services.
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
 - d) Having mutual respect for everyone we work with, work for and support through our services
15. Ability to speak a second language (**Desirable**).