

## **JOB DESCRIPTION**

<b>Job title:</b>	Well Family Worker
<b>Service:</b>	Rochdale Well Family Navigator Service
<b>Salary:</b>	Grade 3 (lower) Point 20-23
<b>Hours:</b>	22.2 hours per week, fixed term contract until 31 <sup>st</sup> March 2022. Secondment opportunity available
<b>Location:</b>	Rochdale
<b>Responsible to:</b>	Project Manager

### **Summary of job:**

You will play an essential role in addressing community health with a specific focus on children's respiratory illness. Working closely with our partners including health professionals and other voluntary organisations you will deliver 1:1 and group educational programmes that will increase self-management ability by families, improve outcomes for children with respiratory illness, reduce unnecessary attendance at urgent care and ensure that parents/carers know when and how to access services. You will raise awareness of the service and positively promote co-production.

### **Key tasks and responsibilities:**

1. Providing practical and emotional support for families affected by respiratory infections
2. Plan, deliver and evaluate the provision of minor ailment education courses
3. Undertake holistic assessments and co-design support plans with individuals, identifying their unique needs to ensure maximum engagement, and a personalised and holistic approach to improving children's health and wellbeing.
4. Support delivery of communication plans by sharing booklets and supporting the production of education videos to raise awareness of respiratory infections, increase confidence amongst parents/carers in safe self-management and ensuring they know when and how to access services when needed
5. Provide one to one support and act as the main point of contact, provide continuity and a coordinated experience of care.
6. Operating within the local multi-disciplinary team, build effective working relationships with referees, understand referral pathways to other community services and use signposting effectively to enhance outcomes for children.
7. Proactively encourage self-referrals and connections with local communities from South Asian and other diverse communities, including newly arrived refugees/asylum seekers, removing barriers particularly for individuals who may be under-represented in the community and experience health inequalities.

8. Help individuals identify the wider issues that impact on their health and wellbeing such as debt, living conditions, unemployment, loneliness and caring responsibilities. Work with the individual and their network such as their family and / or carers, to best support them all through signposting to relevant services.
9. Collaboratively produce a personalised health and wellbeing plan with families that is based on their priorities, interests, values and motivations, including what they can expect from community groups, activities and services you are connected them to and what they can do for themselves to improve their health and wellbeing.
10. Where appropriate, physically introduce people to community groups, activities and statutory services, providing additional support where necessary to enable and encourage engagement.
11. 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. Seek advice and support from your line manager and/or identified individuals to discuss patient-related concerns and risk (e.g. abuse, domestic violence, escalated mental health).
12. Forge strong and collaborative relationships with local VCSE organisations, community and neighbourhood level groups to create a menu of new and existing networks for individuals to connect with. Be a friendly and informed source of information about health, wellbeing and prevention approaches and ensure information about voluntary and community support is up to date to effectively signpost and link individuals with services.
13. Taking an active role in regular supervision.
14. Seek and act on regular feedback about the quality and impact of the project on referral agencies.
15. Set up and maintain comprehensive data and evaluation systems, including outcome tools
16. Undertake own administration and keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols and provide monthly monitoring information as required.
17. Participate in internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
18. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
19. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
20. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Professional qualification in Health, Social Care or Mental Health and a commitment to continued learning and professional development.	✓	
2.	Educated to degree level or above in a relevant sector.		✓
<b>Experience</b>			
3.	Experience of working with families and children in a one – to – one and group setting, using a range of therapeutic approaches such as Motivational Interviewing/ Solution Focused.	✓	
4.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services.	✓	
<b>Knowledge &amp; Skills</b>			
5.	Strong interpersonal, consultation and holistic assessment skills.	✓	
6.	Knowledge of minor respiratory health conditions and strategies to improve health and wellbeing, plus an understanding of the wider family pressures, including social and emotional determinants, deprivation and discrimination that impacts on child's health, family and wider communities.	✓	
7.	Knowledge of the local area and community resources available for families.	✓	
8.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.	✓	
9.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
10.	Proficient in Microsoft Office with strong IT and administration skills.	✓	
11.	Ability to effectively communicate and engage with people whose English is not their first language.	✓	
<b>Values</b>			
12.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>• Being <b>people</b> focused</li> <li>• Reflecting a '<b>can do</b>' approach</li> <li>• Striving for <b>excellence</b> in everything we do</li> <li>• Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
13.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
14.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.	✓	