

Job description

- Job title:** WellFamily Wellbeing Coordinator
- Service:** Wandsworth WellFamily and Foodbank Service
- Salary:** Grade 3 pt. 20-23 inclusive of Inner London Weighting.
- Hours:** 15 hours per week including Thursdays and one other day (not Mondays).
- Contract:** Fixed term until March 2022
- Locations:** Various including: Earlsfield Foodbank, St Andrew's Church, Earlsfield, SW18 3QE on Thursdays, Wandsworth GP Surgeries, Office: Perry Vale, Lewisham SE23 2JF and Working from Home.

Responsible to: Service Manager

The role is multifaceted and includes delivering emotional and practical short term support to guests attending Earlsfield Foodbank and also supporting patients in a GP setting, with the flexibility of providing both face2face and telephone support for up to 6 sessions.

The role involves providing holistic assessments, using a solution focused model to provide emotional and practical support, and signposting to improve health and well-being outcomes for individuals with a longer-term outcome of reducing the number of clinical/ medical interventions required.

JOB DESCRIPTION

Key tasks and responsibilities:

1. To undertake holistic assessments and collaborative Health and Well-being plans with individual service users, identifying support needs to ensure maximum engagement in improving mental health and well-being. Providing up to 6 sessions of WellFamily support in a GP setting.
2. To provide friendly, understanding, safe and non-judgemental advice and support to foodbank guests, who access the service via Earlsfield Foodbank, and allow them to explain their problems and empower them to set their own priorities. Undertake holistic assessments and formulate a collaborative plan, identifying support needs and referring internally or to other specialist agencies as appropriate.
3. Due to the pandemic the support is blended which involves Thursday mornings offering face2face 'drop in' appointments at the Foodbank and Thursday afternoons, working from home or the office, delivering support by phone. The second day will involve working in a GP setting to deliver a longer-term model of emotional and practical support.

4. To offer follow up sessions by appointment, signposting and making referrals to statutory and voluntary agencies, according to the individual needs of the guests, service users and their families.
5. To offer foodbank guests the option of continued support for up to a further 6 sessions, if they meet the criteria for the integrated Wandsworth WellFamily Service.
6. To establish and maintain effective liaison with stakeholders including Earlsfield and Wandsworth Foodbanks, Primary Care Networks and GP Surgeries, Citizen's Advice Wandsworth, health, voluntary and children and adult social services. Facilitating regular meetings with Earlsfield Foodbank and attending relevant partnership and team meetings as necessary in GP Surgeries.
7. 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 use the multiagency database to make referrals.
8. Have a comprehensive understanding of the value and experience of using evaluation systems and outcome tools to measure progress and encourage co-production.
9. Provide quarterly comprehensive outcome focused reports and case studies detailing the progress of the service against its key performance indicators.
10. To keep records of your work to the required safeguarding standards, adhere to GDPR, confidentiality, information sharing protocols, and provide monitoring information as required.
11. 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.
12. 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.
13. 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.
14. 11. To be 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

15. 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.
16. 15. To work flexibly as required by the needs of the service and carry out any other reasonable duties as required.

Person Specification

Job title: Wellbeing Coordinator

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 with a non-judgemental approach reflecting acceptance, congruence and empathy.
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
 - 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. 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.