

JOB DESCRIPTION

Job title:	Senior WellFamily Plus Service Practitioner
Service:	WellFamily Plus
Salary:	Grade 3 (lower) point 20-23, inclusive of Inner London weighting
Hours:	14 hours per week (part-time)
Location:	City and Hackney
Responsible to:	WellFamily Project Manager

Summary of job:

You will play an essential role in addressing individuals' health and wellbeing needs, working with GPs and other health and social care professionals to assess patients holistically. In partnership with the individual, you will co-produce bespoke wellbeing plans that focus on mental health outcomes and health and wellbeing. A skilled communicator and advocate for the service, you will promote WellFamily Plus across the locality by collaborating with stakeholders and local agencies to strengthen community resilience and capacity. You will raise awareness of the service and positively promote co-production. You will reduce pressure on statutory services, improve health outcomes and enable a holistic and personalised approach to care, improving health and wellbeing outcomes for individuals, children, young people, and families.

Key tasks and responsibilities:

1. Undertake holistic assessments and co-design health and wellbeing plans with individuals, identifying their unique support needs to ensure maximum engagement, and a personalised and holistic approach to improving health and wellbeing.
2. As the main point of contact throughout, providing continuity and a coordinated experience of care.
3. Build effective working relationships with associated GP practices and attend relevant MDT meetings to provide information and feedback on the WellFamily Plus service. Support GP staff and health teams to identify patients suitable for the service. Also, establish and maintain effective liaison with other stakeholders including health, voluntary, social and education, and CAMHS.
4. To ensure information on sources of voluntary and community support is always up to date 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. Help individuals identify the wider issues that impact on their health and wellbeing such as debt, living conditions, unemployment, loneliness, and caring responsibilities.
6. Collaboratively produce a personalised health and wellbeing plan with an individual that is based 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.
7. 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).
8. 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, ensure information about voluntary and community support is up to date to effectively signpost, and link individuals with services.
9. Work with your line manager to continually pursue personal and professional development, taking an active role in regular supervision and clinical supervision.
10. Set up and maintain comprehensive data and evaluation systems, including outcome tools (Wellbeing / Recovery Star, CORE10, PHQ9 & GAD7) and work with MDT and PCN's to ensure that WellFamily Service referral codes are inputted into clinical systems according to NHS guidance.
11. Produce quarterly reports that are outcome focussed and comprehensively detail progress, against key performance indicators
12. Undertake own administration, keep timely and accurate records whilst at all times adhering to GDPR, confidentiality and information sharing protocols, and provide monitoring information as required.
13. Participate in internal and external meetings and events to promote, support and celebrate the work of the service and agencies.
14. 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.
15. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
16. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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PERSON SPECIFICATION

Education, Qualifications & Background	
1.	Professional qualification in Health, social work & Social Care or Mental Health (counselling, Psychotherapy) and a commitment to continued learning and professional development.
2.	Educated to degree level or above in a relevant sector.
Experience	
3.	Experience using a range of therapeutic approaches such as Motivational Interviewing, CBT, supportive counselling, systemic, and Solution Focused Therapy. A sound understanding of the causes and impact of mental ill health upon individuals and their communities.
4.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services.
Knowledge & Skills	
5.	Strong interpersonal, consultation and holistic assessment skills. Experience of providing empowering support to people 16 -17 years old, adults and families in a Planned and structured way to improve mental health, recovery, and well-being outcomes.
6.	A proven understanding and experience of safeguarding for children and vulnerable adults and the ability to implement relevant policies and procedures
7.	Knowledge of mental health and long-term health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional determinants to health and the impact of ill health, deprivation and discrimination on communities and individuals.
8.	Working knowledge of the welfare benefits systems, housing systems and welfare grants and the ability to signpost service users. Knowledge of the local area and community resources.
9.	Experience of incorporating EDI principles in practice.
10.	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.
11.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.
12.	Proficient in Microsoft Office with strong IT and administration skills.
13.	Ability to speak a second language.
Values	
14.	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"> • 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.	Be committed to equal opportunities, 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.
In addition	

16.	Willing to work hours in a flexible way, including evenings and weekends as required to meet the needs of the service.
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