



## **JOB DESCRIPTION**

**Job title:** WellFamily and Foodbank Wellbeing Coordinator

**Service:** Wandsworth WellFamily and Foodbank Service

**Salary:** Grade 3 Point 20-23; £32 104 -£34,862 Inclusive of Inner London Weighting

**Hours:** 37 hours per week (full-time)

**Contract:** Fixed term: 1 year from 01-06-2024 (subject to recruitment start date)

**Location:** Office (199 Perry Vale, Lewisham SE23 2JF) and community venues across the London Borough of Wandsworth.

**Responsible to:** Service Manager

### **Summary of Job:**

Wandsworth WellFamily and Foodbank Service is an adult mental health service serving the Wandsworth community and based in foodbanks and GP surgeries across the London Borough of Wandsworth. We offer short term, holistic support focusing on the needs of the whole family whilst directly supporting the adult.

New funding has enabled us to create this post which will focus on increasing our capacity and inclusivity to provide emotional and practical support to the most vulnerable foodbank guests, who present with complex needs. This will involve providing a short term intervention of up to two sessions, making safeguarding referrals where appropriate, liaising with GP's and improving their access to services.

The other facet to the role will involve building new links with marginalised communities in Wandsworth, such as Refugee and Asylum Seekers, people with substance misuse, victims of domestic violence and the LGBTQ+ community. The goal is to reduce health inequalities including racism and all forms of discrimination.

### **Job Description**

Key tasks and responsibilities:

1. Provide short term (up to 2 sessions) of emotional and practical support to foodbank guests (3 days a week), who present with complex needs and require robust risk management, partnership working and frequent safeguarding referrals to social service for both adults and children.
2. Improve the inclusivity of the existing service by reaching out to offer our service to marginalised groups where there are acute health inequalities and barriers to accessing support.(i.e. Black and Asian community, LGBGTQ+ people, refugees and asylum seekers)



Establish and build on existing links in the Wandsworth community and offer face2face and online support to guests in new community settings.

3. To undertake holistic assessments and help guests identify and work towards achieving their goals with the aim of improving the health and wellbeing for themselves and their families. This involves working closely with partnership agencies and never in isolation of other services.
4. Respond appropriately to any safeguarding concerns; demonstrating an understanding of, and complying at all times with safeguarding legislation and Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
5. To provide accessible, friendly, understanding, safe and non-judgemental advice and support to our guests, and allow them to explain their problems and empower them to set their own priorities.
6. To have excellent interpersonal skills and work effectively with people from diverse cultures and backgrounds. Develop new links with Wandsworth communities and focus on marginalised individuals who face challenges accessing the services they need.
7. Establish strong links with stakeholders including foodbanks, commissioners, Wandsworth Community Empowerment Network, Wandsworth Care Alliance Primary Care Networks and GP Surgeries, Citizen's Advice Wandsworth, health, voluntary and children and adult social services. Facilitate and attend meetings with referrers and engage with relevant partnership and community events.
8. 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, Refernet, to make referrals.
9. Have a working knowledge and experience of using databases, outcome and evaluation systems and to measure progress and encourage co-production.
10. Support the project manager and service coordinators in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes. Provide quarterly comprehensive outcome focused reports and case studies detailing the progress of the service against its key performance indicators.
11. Work with the WellFamily team and Wandsworth community to develop and promote co-production, to hear the voice and lived experiences of service users to give them a greater sense of identity and purpose and improve the outcomes of the service.
12. To keep records of your work to the required safeguarding standards, adhere to GDPR, confidentiality, information sharing protocols, and provide monitoring information as required.



13. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
14. 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.
15. 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
16. 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.
17. To work flexibly and carry out any other reasonable duties as required.

## Person Specification

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	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. Registration of a professional body is preferable.	✓	
2.	Excellent knowledge of key legislation that underpins safeguarding children and vulnerable adults and experience of applying practice to theory. This includes the ability to identify and respond to concerns, to follow policies and procedures and understand your collective responsibility around safeguarding and the standards you need to follow. Capacity to recognise and respond effectively to potential abuse or neglect and have the experience of making safeguarding referrals to children's and adult's services, in close liaison with line management.	✓	
<b>Experience</b>			
3.	Experience using a range of therapeutic approaches such as Motivational Interviewing, CBT and Solution Focused Therapy.		✓
4.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services in a range of diverse community settings.	✓	
5.	Experience of supporting marginalised groups including women, people with disabilities, Black and Asian communities and LGBTQ+ people and those living in poverty, who experience discrimination and have been historically disempowered and oppressed.	✓	
6.	Experience of supporting a culture of diversity, equality and inclusion, an understanding of cultural differences and employment of anti-racist practices and principles to accomplish work.	✓	
<b>Knowledge &amp; Skills</b>			
	Excellent whole family assessment and care planning skills, which demonstrate effective communication, goal setting and critical thinking, whilst placing the service user at the centre of the support.	✓	
8.	Knowledge of 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.	✓	
9.	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.		✓

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.	✓	
11.	Ability to speak a second language.		✓
<b>Values</b>			
13.	<p>Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by:</p> <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>	✓	
14.	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>			
15.	Willing to work hours in a flexible way to meet the needs of the service. This can require occasional 'out of hours' working to meet safeguarding deadlines.	✓	