**Hospital Wellbeing Coordinator (Social Prescribing)**

**JOB DESCRIPTION**

Post: Hospital Wellbeing Coordinator

Responsible to: Pathways – Data & Office Manager

Salary: ￼ £28,654 including OLW + 6% pension contribution

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Hours: 35 hours across 5 days

(4 days in Hospital setting, plus 1 day in office)

Length of Contract: Fixed for 9 months from start date, subject to funding there is potential for an extension

**About us**

At Bexley Voluntary Services Council (BVSC) you will find a team who are absolutely committed to supporting a strong, sustainable, and influential voluntary and community sector that can make a positive impact on people’s lives in Bexley.

We work hard, we help each other and go out of our way to help others and find solutions rather than focusing on problems. We are positive and proactive and, although absolutely focused on our areas of expertise, we work as a team so that BVSC is the best it can be. **Above all, everything we do is to strengthen our local Voluntary and Community Sector (VCS).**

You will be working with the Social Prescribing Team. Social Prescribing is a well-established service in Bexley, having been funded for over 8 years. It’s an exciting time to join the team as we expand our successful service into local hospitals. You will empower and support patients to access charities, community organisations and groups to enable them to improve their own health & wellbeing. You will work closely with local organisations and healthcare professionals to continue to develop the project and provide the best service to patients.

We know that the wider determinants of health have significant impact on an individuals’ health outcomes, and that connecting patients to voluntary and community sector support could improve those outcomes and reduce hospital readmission, keeping people well at home. Your average day will involve meeting with Bexley patients at Queen Elizabeth Hospital or Darent Valley Hospital, you will co-produce a support plan in a one-to-one meeting with the patients and then provide a series of follow up support to ensure they’ve been able to access voluntary sector support such as lunch clubs, financial advice, or volunteering.

**Duties and Responsibilities**

* Be responsible for incoming referrals of patients from Queen Elizabeth Hospital or Darent Valley Hospital. You will meet with patients being discharged, understand their wider non-medical needs, and support them to access voluntary and community support which will help improve their health and wellbeing
* Co-produce a personalised support plan to improve health and wellbeing, connecting patients to voluntary and community sector support.
* Provide ongoing support to the patients for approximately four sessions, either in person or by phone. You will develop trusting relationships, using principles of personalised care, and take a ‘what matters to me’ approach to help improve health and wellbeing outcomes for patients. patient

* Be proactive in building and maintaining relationships with hospital staff to ensure the service is known to relevant hospital teams and encourage appropriate referrals into the service.
* Ensure patients receive a high-quality service and have support plans in place to ease the transition of the service coming to an end.
* Actively feedback key themes and insights to service manager and commissioners verbally and in written reports. Highlighting the needs of patients and the skills and support that can be offered by the VCSE.

* Work with local partners to identify unmet need and gaps in community provision and help to increase strength and capacity of local communities, working closely with BVSC’s development officer.

* Assist in compiling project monitoring and reporting against the KPIs

* To assist in maintaining Connected Bexley, the Directory of local services and activities in Bexley.
* To provide regular updates and reports on caseload management, ensuring that the CRM system is kept sufficiently up to date, with all records and case notes updated accurately.
* Be a champion of Social Prescribing, and the voluntary sector, locally, regionally, and nationally.

* Undertake any other duties and tasks which may reasonably be required, as discussed with line-manager. This is a new project and the postholder will be expected to be adaptable and flexible to changing needs.

* Adhere to and actively implement BVSC’s policies and procedures such as Equality and Diversity, Health & Safety and Safeguarding.

* Identify, report, and monitor any safeguarding risks and concerns for Children, Young People, and Adults.

* Commit to undertaking any training considered necessary to ensure and develop own knowledge and skills to effectively deliver the role.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services. It is envisaged that this post will be community based but this will be regularly reviewed.

**Please submit your application by 9am Thursday 18th January 2024 to** [**info@bvsc.co.uk**](mailto:info@bvsc.co.uk)

**If you have not heard from us Tuesday 23rd January 2024, please assume your application was not successful, we are unable to provide feedback on applications which are not shortlisted.**

**Interviews to be held Tuesday 30th January 2024**   
   
**If you would like an informal chat, please contact Kelly Galloway at** [**kelly@bvsc.co.uk**](mailto:kelly@bvsc.co.uk) **or 020 4530 6569 or Carol Penny at** [**CPenny@bvsc.co.uk**](mailto:CPenny@bvsc.co.uk) **or 01322 524 862**

**Person Specification**

We are looking for people who demonstrate personal qualities that are consistent with our organisational values, who have the right experience and skills for the role.

Skills and Experience

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| **Essential** |
| Experience of working in a person-centred way in any health or care services |
| Experience of working within a framework of confidentiality and with access to sensitive personal data |
| Excellent interpersonal skills with experience of working with people from diverse backgrounds.  Ability to build rapport with a wide range of people demonstrating empathy and understanding |
| Be kind, approachable and empathetic in your approach to supporting patients with their health and wellbeing |
| Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) |
| Committed to improving lives and communities |
| Excellent communication skills, enabling you to confidently receive referrals; extracting relevant information whilst ensuring people feel supported and informed |
| A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines |
| Able to work on your own initiative and meet deadlines |
| Enthusiasm, flexibility and a positive ‘can do’ attitude |
| A curious and determined approach to identifying support services in the borough |
| **Desirable** |
| Existing knowledge of local voluntary sector services and resources and understanding of Health and Social Care Services |
| Understanding of health inequalities and wider determinants of health |
| A health or social care related qualification |
| Experience of working with a CRM Database |
| Have access to own transport (car, motorbike or cycle) and able to travel efficiently |

This position will be subject to satisfactory references and DBS check.