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Bexley Voluntary Service Council
Strengthening voluntary and community action

COMMUNITY WELLBEING CO-ORDINATOR JOB DESCRIPTION

Post:	Community Wellbeing Co-ordinator (Full time)
Responsible to:	Line Manager within Provider organisation
Salary:	£21,950 - £24,470
Length of Contract:	Fixed until 31 st March 2020

Project Overview

Community Connect is a new Social Prescribing service which aims to support GP's to connect patients with non-clinical needs to sources of support within the community with the aim of improving their health and wellbeing.

Purpose of Job

Community Wellbeing Co-ordinators will empower and support clients to access community services that can enable them to improve their own health & wellbeing, overcome personal challenges and achieve their goals. The post-holder will work with local organisations and healthcare professionals to promote and develop the service.

Duties and Responsibilities

1. To be fully responsible for referrals to your area within the Community Connect service. You will:
 - a. Undertake face to face client assessments and develop personalised action plans with the aim of improving client's health and wellbeing and reducing reliance on primary care health services. This may take place in the clients' home, GP surgery or a community organisation according to needs of client.
 - b. Support patients identified as 'at risk of declining health and wellbeing' to access the right services or activities in the community that can best help them improve their health and wellbeing.
 - c. Monitor and review action plans with clients, carers and organisations involved
 - d. Develop an exit strategy when discharging clients to ensure that the client knows how to access further support and that changes are ongoing
 - e. Respond in a timely manner to client referrals, in line with the contract.



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- f. Keep accurate records and enter client data onto the bespoke monitoring database ensuring compliance with policies and procedures.
 - g. Publicise the Community Connect service within the local community.
 - h. Report to the Manager the progress of the case load on a regular basis and discuss any arising issues.
 - i. To report any gaps in local community services identified as part of your work
 - j. To have a high level of tact and discretion with the ability to maintain confidentiality.
2. To assist in maintaining a database of local services, resources and activities appropriate to client's needs and build partnerships with local providers
 3. Undertake any training deemed necessary to ensure own knowledge and skills are up to date
 4. Take part in regular supervisions, both one to one and group, and attend service meetings with other Co-ordinators and volunteers
 5. Identify, report and monitor any safeguarding concerns in accordance with the latest local procedures
 6. To work with the evaluation officer and provide any data necessary towards the evaluation of the service
 7. To undertake any other duties and administrative tasks which may reasonably be required, as discussed with Manager.
 8. Adhere to BVSC's and [Provider organisations] policies and procedures always including (but not limited to) Equality and Diversity, health and Safety, Confidentiality, Lone Working and Safeguarding.
 9. To work flexibly to meet the needs of clients



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Personal Specification

Experience Required

Essential

- Experience of working in a person-centred way in a health, social or community capacity
- Experience of demonstrating impact and user outcomes
- Experience of working within a framework of confidentiality and with access to sensitive personal data
- Experience of and ability to use IT systems including Microsoft Office and database/CRM/case management systems
- Maths and English, Grade C and above at GCSE or equivalent

Desirable

- Health and Social Care or Wellbeing related qualification
- Existing knowledge of local services and resources
- Understanding of issues around health needs and self-care principles

Essential Skills

- Excellent communication skills, verbal and written, with a variety of audiences including patients, health care professionals and service providers
- Excellent organisation and time management skills, including ability to plan and prioritise own workload
- Ability to develop and maintain relationships with professionals and providers throughout the borough
- Ability to work on own or as part of a team
- Able to drive and have use of a car to work at sites across the borough

Personal Attributes

- Be friendly and approachable
- Able to communicate with people to inspire trust and confidence
- Able to relate well to individuals of all ages and backgrounds
- Flexible with a willingness to undertake further training or share workloads
- Willingness to work in a variety of settings, including the client's home

Please note that this position will be subject to satisfactory references and may be subject to a DBS check