



Wellbeing Line / Administration
Full Time – 37.5 Hours per week
Salary £24000 per annum.

Job Description

This project is designed to support the most vulnerable in our communities and to attract referrals into the organisation

- The Wellbeing Worker will support those with more complex needs with a strength-based approach, enabling access to community services who are able to provide more intensive support, ensuring the client has the opportunity to access a full range of services that are available in our service and community.
- As a Community Connector, you will become a local expert, gathering and sharing information about local opportunities, activities, and support, bringing people together and supporting them to remain confident and independent in their everyday lives. You will be led by the individuals themselves, to develop a personalised programme of support, building on their own personal strengths and assets.
- This role will make sure that the most vulnerable in our communities receive the high-quality support to maintain and maximize their independence, health and wellbeing.
- Post-holders must display a service-orientated outlook and attitude - with a genuine desire to go the 'extra mile' for clients.
- To signpost our clients to the appropriate services if the support they require is outside of our remit.
- To advise customers on relevant resources available in their locality and support them in accessing relevant opportunities, enabling clients to regain the confidence to move towards greater independence.
- Promote access to social activities, education, training, employment, volunteering, etc., helping to combat isolation, fear of victimisation and anti-social behaviour.
- To be a primary point of contact (on the telephone or face to face if the client has dropped) for information on community activities and community support services providing advice to service users and professionals.
- To connect to the services that already exist locally – both statutory and voluntary, to provide localised community support.
- To work with people with a range of identified needs, dealing with a variety of issues ranging from social isolation and lack of confidence to more serious ongoing health conditions.
- To monitor and report on activities and services delivered.
- To support the admin team. This will range from data entry in relation to referrals, general typing, taking calls from clients, arranging appointments, distribution and/or processing of post, arranging meetings, receiving and disseminating information and the provision of a receptionist service in order to enable the team to carry out a range of clinical activity as quickly and effectively as is required.



- The post holder will work closely with other IAPT administrative staff in the department, sharing work where necessary and providing cover for each other when on leave.

Person Specification:

Attributes needed

- Ability to listen, empathise with people and provide person-centered support in a non-judgmental way when speaking over the telephone and/or face to face.
- A demonstrable and genuine interest in people and their welfare and an ability to deliver services that provide practical support for customers without undermining their independence.
- Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.
- Ability to identify risk and assess/manage risk when working with individuals and a clear understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role.
- Ability to maintain effective working relationships and to promote collaborative practice with all colleagues.
- Demonstrate personal accountability, emotional resilience and works well under pressure.
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.
- High level of written and oral communication skills.
- Ability to work flexibly and enthusiastically within a team or on own initiative.
- Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.

Qualifications and Training

- Demonstrable commitment to professional and personal development.
- Lived experience of Mental Health i.e. anxiety/depression.

Experience

- Experience of supporting people, their families and carers in a related role (including unpaid work).
- Experience of working with the VCSE sector (in a paid or unpaid capacity), including with small community groups and of coordinating/managing volunteers.



- Experience of data collection and providing monitoring information to assess the impact of services.
- Experience of partnership/collaborative working and of building relationships across a variety of organisations.

Wellbeing Worker Job Description

- Experience of lone working and working within a busy, results orientated and constantly changing environment.
- Experience of supporting adults with acute mental health issues.

Skills and knowledge

- Effective time management skills. Able to work effectively under pressure and organise priorities and in a 'lone working' environment.