



## **JOB DESCRIPTION**

<b>POST:</b>	Wellbeing Worker
<b>LOCATION:</b>	Yiewsley
<b>RESPONSIBLE TO:</b>	Service Co-ordinator (or nominee)
<b>DBS CHECK:</b>	This post is subject to Adults and Child Workforce Regulations

### **JOB PURPOSE:**

Working alongside young people aged 13-25 to improve their health and wellbeing. Improving the lives of young people who use our services, advising, supporting and motivating them to make positive changes. To fully participate in the efficient, effective and sensitive provision of a high quality advisory service to young people and our partner agencies. To work within guidelines, policies, procedures and statutory requirements.

### **KEY RESPONSIBILITIES**

#### **DELIVERING SERVICE**

- Aim to improve health and wellbeing by providing relevant information, advice, support and signposting where needed.
- To advise, support and motivate young people who approach the service.
- To have a positive can do attitude.
- Assist in running workshops/ awareness sessions/ outreach in local schools, youth centres and other community settings.
- To ensure the effective delivery of an integrated and holistic service that responds to the needs of the young people.
- To ensure that young people are positively involved in their own development.
- Work with young people to improve their quality of life, develop their skills and make decisions about their future.
- Providing an effective and responsive supportive service with guidance from Colleagues and Management.
- Assist in arranging appointments with relevant professionals involved in the young person's support.

- To ensure good, clear, concise communication between all staff members, other agencies and young people.
- To assist in ensuring that an adequate number of young people approach the service through the effective and positive marketing of services.
- To welcome young people to the Navigator Wellbeing Hub and explain the service's objectives.
- To interview and assess young people.
- To assess young peoples' needs by enabling them to identify their own personal goals and objectives.
- To provide practical information /signposting and advice on issues such as housing, budgeting, welfare benefits, education, employment, training, health / wellbeing issues, etc.
- To operate fully within P3's confidentiality and safeguarding policies.
- To keep full and accurate records of work.
- To ensure that young people receive timely and useful feedback regarding their outcomes.
- To ensure that all forms (i.e. Quality Assurance, etc) are completed within the required time frame.
- To ensure that referral information to advisers and other agencies is complete and accurate.
- To liaise and co-operate on a regular basis with the entire staff team and other agencies.
- To develop and maintain appropriate contacts in the local community.
- To provide other agencies with accurate information regarding the service's objectives.
- To fully participate in P3's training programmes.
- To ensure that the Navigator is adequately maintained to provide a welcoming, comfortable and safe environment.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.
- To ensure that service delivery meets objectives as stated in the Navigator's Business Plan and conforms to funding bodies requirements.
- To provide verbal and written reports as and when required.

- To promote and market a positive image of the service and organisation.
- To assist in the development of all necessary literature for the service.

## **TEAM WORK**

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Sharing good practice and information.
- To attend staff meetings and any other meetings that will be beneficial to the work of the service.

## **QUALITY**

- Ensure working towards all quality marks that P3 hold.
- Ensure service meets the quality agenda as set out by Local Authority / Clinical Commissioning Group/ Department of Health and continually strive to improve service delivery.
- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

## **DEVELOPMENT and TRAINING**

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development and training activities as necessary and appropriate to the role.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## OTHER

- To comply with all P3s policies and procedures.
- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to young people are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- Ideally hold a full and current United Kingdom Driving Licence and have access to a vehicle.
- Commitment to ensuring safeguarding training is relevant and current and safeguarding procedures when necessary are adhered to.

All job descriptions are subject to periodic review.  
*This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.*

**P3  
PERSON SPECIFICATION**

**Wellbeing Worker**

	Essential	Desirable
<p><b>Values</b></p> <p>Must be able to demonstrate the following values; A commitment to people involvement and empowerment.</p> <p>Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.</p> <p>Recognise and value all aspects of diversity</p> <p>Understanding of and commitment to the importance of accessing training, learning and development opportunities</p> <p>Understanding of those who use our services being enabled to have greater opportunities to exercise their rights</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience</b></p> <p>At least one years professional experience of working with young people OR; Some relevant personal experience OR At least three years experience of providing care and/or support services within another social care setting.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

<p><b>Knowledge and Understanding</b></p> <p>Must have a sound understanding of the needs of people who use our services</p> <p>An understanding of the issues many young people face</p> <p>Knowledge of issues surrounding alcohol and substance misuse</p> <p>Knowledge of benefits system</p> <p>Knowledge and understanding of housing provision and homelessness</p> <p>Knowledge of emotional health and wellbeing issues for young people</p> <p>Knowledge and understanding of external partner agencies</p> <p>Good understanding of computers</p>	<p>✓</p> <p>✓</p> <p></p> <p></p> <p></p> <p>✓</p> <p></p> <p>✓</p>	<p></p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p></p> <p>✓</p>
<p><b>Skills and Abilities</b></p> <p>Able to work on own initiative</p> <p>Able to work as an integral member of a team</p> <p>To have a positive, can do attitude.</p> <p>Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies</p> <p>Must demonstrate effective interpersonal and communication skills</p> <p>Ability to empathise and communicate effectively with young people.</p> <p>Must have ability to maintain accurate people records</p> <p>Must be able to respond flexibly to the needs of young people</p> <p>Ability to use database systems and produce quality documents using a computer</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p>

<b>Qualifications</b>		
NVQ Level 2 or 3 in a social care field		✓
There must be substantial evidence of commitment to personal and career development relevant to the post.	✓	
A driving licence and use of a vehicle		✓