



JOB DESCRIPTION

POST:	Bank Wellbeing Worker
LOCATION:	East Midlands
RESPONSIBLE TO:	Service Manager (or nominee)
DBS:	Subject to an adult workforce regulations

JOB PURPOSE:

To provide support through one to one and group work for those in receipt of a personal budget who are experiencing mental ill health. To promote and encourage the independence and wellbeing for each individual in receipt of the service.

KEY RESPONSIBILITIES

- To provide support to a specified number of service users, including one to one and group support; liaising with social workers, mental health and other professionals on behalf of the people who use our services.
- To have the individuals needs at the fore at all times, using communication, motivation and coaching skills to support the client to achieve their goals and aspirations inline with their support plan.
- Work within P3's policies and style of operation - this will include tasks and day to day decision making relating to:
 - Providing support to clients in order to promote their independence and maintain their wellbeing
 - To undertake training e.g. through attendance at formal courses
 - To monitor and identify the increase/decrease of personal budget needs, liaising with social workers and other relevant external agencies.
- Liaise with Referral Teams/Agencies regarding referrals.
- Whilst developing a rapport with clients based on respect and honesty, the post holder will at all times work within clear professional boundaries

- Enabling and encouraging clients to find out about local services and facilities within their community and facilitate access to alternative services where specific needs are identified.
- To be familiar with individual support plans and support people who use our services in achieving their goals.
- Encouraging clients to recognise, understand and manage factors that affect their mental wellbeing and physical health.
- To carry out needs assessments of clients choosing to engage within the service and prioritise their needs effectively; working alongside adult social care and other relevant agencies.
- To carry out individual safety and support planning within organisational and legislative requirements.
- To work with clients and their social worker in developing, reviewing and monitoring and adapting support and safety plans.
- Participate in assessing and reviewing support needs and in identifying and co-ordinating internal and external services, reviews and referrals in response to these.
- Keep appropriate records of interventions with clients, and inform other staff of relevant issues.
- Facilitate regular consultation and action to enable clients to make decisions concerning their support.
- To be responsible for ensuring that all aspects of working with clients are fulfilled and all tasks are delivered.
- Contribute to the protection of individuals from the risk of abuse and harm to self and others who use our service.
- Encourage client's involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- To monitor and report to senior staff on the effectiveness of support delivery.
- To work as a team member, sharing information and supporting colleagues.
- Share responsibility for the effective use of information systems and procedures regarding clients and other records, e.g. finance and staff communications.
- Participate in the monitoring requirements of the service by providing statistical and qualitative information on activities, success stories and outcomes achieved.
- To maintain accurate records as required by policies and procedures, using appropriate record keeping systems.

- Engage with community events, meetings and forums to promote the service.
- To work with the team to ensure the service specific lone working procedure is adhered to at all times and regularly reviewed for effectiveness.
- Ensure effective incident and complaint recording through the appropriate process.
- Proactively contribute to continuously improving the service by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working.
- Support individuals to express their satisfaction with the opportunities they have accessed by submitting comments, compliments or complaints.
- Act in accordance with the provisions of the data protection act 1998 and information governance policies.
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- Complete relevant Health and Safety checks where appropriate.
- Liaise with P3 workers on any tenancy related issues, reporting repairs when necessary and in the following areas;
 - If applicable monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner
 - If applicable ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.
- Deal with complaints in accordance with P3's agreed procedures.
- Ensure service meets the quality agenda as set out by P3 and continually strive to improve service delivery
- 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.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.

DEVELOPMENT

- 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 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

- 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 clients are fulfilled.
- The employee must be able to respond flexibly to their hours of work in accordance with Service Delivery
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

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>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. ✓ • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. ✓ • Recognise and value all aspects of diversity ✓ • Understanding of and commitment to the importance of access to ongoing training, learning and development opportunities ✓ • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights ✓ 		
<p>Experience</p> <ul style="list-style-type: none"> • At least one years professional experience of working with those affected by mental health difficulties OR • Personal experience of the above OR • At least three years experience of providing care and/or support services within another social care setting ✓ • Partnership and networking skills ✓ • Risk assessment and management plans ✓ • Working with relevant legislation ✓ • Individuals in receipt of Personal Budgets ✓ 		
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services ✓ • An understanding of the effects mental health difficulties may have on individuals ✓ 		

<ul style="list-style-type: none"> • Knowledge of issues surrounding alcohol and substance misuse • Knowledge of benefits system • Knowledge and understanding of housing provision • Knowledge and understanding of external partner agencies • Sound understanding of I.T. systems, including use of windows, outlook and excel. • Thorough understanding of Equality & Diversity • To recognise and respect individual differences and life choices 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
<p>Skills and Abilities</p> <ul style="list-style-type: none"> • Able to work on own initiative and prioritise workload • Able to adapt to change and effectively manage change processes • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills both verbally and written • Must be able to respond flexibly to the needs of the clients and service delivery • Must have ability to maintain accurate client records • Must be a confident user of basic IT systems, including outlook and word processor 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<p>Qualifications</p> <ul style="list-style-type: none"> • NVQ/QCF 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. • Full UK driving licence and access to a vehicle 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓