



JOB DESCRIPTION

Job title:	Senior Wellbeing Coordinator
Service:	Wandsworth WellFamily and Foodbank Service
Salary:	Grade 3 Point 24-28
Hours:	15 hours per week (preferably Tuesdays and Fridays)
Location:	Office (199 Perry Vale, Lewisham SE23 2JF) and community venues across the London Borough of Wandsworth
Responsible to:	Service Manager

Summary of Job:

Wandsworth WellFamily and Foodbank Service is an adult mental health service serving the Wandsworth community and based in foodbanks and GP surgeries across the London Borough of Wandsworth. We offer short term, holistic support focusing on the emotional and practical needs of the whole family whilst directly supporting the adult.

The recent departure of the existing post holder has created this 2 day a week vacancy. The outcome of future funding beyond June 2025 is unknown at this stage. Responsibilities include supporting the Service Manager and Foodbank Senior Wellbeing Coordinator in their roles of leading the service and combining this with supervising staff, deputising in the manager's absence and holding a small case load. This will involve providing a short-term intervention of up to six sessions in GP surgeries or online, undertaking holistic assessments and collaborative support plans, making safeguarding referrals where appropriate, liaising with partner agencies and improving equality, diversity and inclusion.

Key tasks and responsibilities:

1. To ensure close working with the Service Manager and Foodbank Senior Wellbeing Coordinator, in leading, planning and delivering the WellFamily and Foodbank Service
2. To participate in the multi-agency forums and commissioning meetings in Wandsworth, to ensure the project is operating at its most effective within the network of agencies and as agreed by commissioners. This will particularly focus on the main stakeholders including Southwest London Integrated Care Board (NHS), GP's and Primary Care Networks, Wandsworth Borough Council, Wandsworth Foodbank, Community Empowerment Network and Citizens Advice Wandsworth.
3. To assist in the recruitment and management of a team of staff and student placements to deliver the project safely and effectively in accordance with agreed outcomes and Family Action policies and procedures.



4. To lead on designated areas of practice, supervise staff and student placements, ensuring the delivery of the service is in keeping with agreed aims and targets, prioritising the needs of children and vulnerable adults through agreed models of Family Action Safeguarding Standards and Practice.
5. Ensure that all contractual obligations are met, that referrals are allocated in line with commissioners' priorities, and that waiting lists are properly managed.
6. Hold a small caseload and undertake holistic assessments and collaborative Health and Well-being Plans with individual services users and guests, identifying support needs to ensure maximum engagement in improving mental health and well-being. Providing up to 6 sessions of WellFamily support.
7. Ensure a high standard of report writing, evidencing activity and service user outcomes and feedback. Maintain case files to a high standard and participate in the Continuous Improvement Plan for the service. Conducting regular case audits.
8. Work with the WellFamily team and Wandsworth community to develop and promote co-production, to hear the voice and lived experiences of service users to give them a greater sense of identity and purpose and improve the outcomes of the service
9. To ensure information on sources of voluntary and community support is up to date at all times to enable effective and accurate signposting and linking of individuals with services. To work in partnership with voluntary and community organisations to use the multiagency database, Refernet, to make referrals.
10. Support the Service Manager and other Senior Wellbeing Coordinator in planning, monitoring and reviewing the development of the service in line with identified priorities, targets and outcomes. Provide quarterly comprehensive outcome focused reports and case studies detailing the progress of the service against its key performance indicators.
11. To keep case management records to the required safeguarding standards, adhere to GDPR, confidentiality, information sharing protocols, and provide monitoring information as required.
12. Actively take part in Family Action's formal appraisal and supervision processes (including clinical supervision) and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement for yourself and supervisees.
13. Take responsibility for your own professional development, identifying and attending training which will support growth in the role.
14. To comply with Family Action's Health and Safety Policy, Data Protection Policy, GDPR and to protect the health, safety and welfare of yourself and others.



15. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
- Being people focused
 - Reflecting a 'can do' approach
 - Striving for excellence in everything we do
 - Having mutual respect for everyone we work with, work for and support through our services.
16. Embrace and implement Family Action's Equality, Diversity & Inclusion Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
17. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

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Person Specification

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Requirements		Essential	Desirable
Education, Qualifications & Background			
1.	Educated to level three or above with a recognised professional qualification in social work, counselling, health, education or equivalent, and evidence of a commitment to continuing learning and professional development. Registration of a professional body is preferable.	✓	
2.	Excellent knowledge of key legislation that underpins safeguarding children and vulnerable adults and experience of applying practice to theory. This includes the ability to identify and respond to concerns, to follow policies and procedures and understand your collective responsibility around safeguarding and the standards you need to follow. Capacity to recognise and respond effectively to potential abuse or neglect and have the experience of making safeguarding referrals to children's and adult's services, in close liaison with line management.	✓	
3.	DBS: Enhanced check with Adult Workforce.	✓	
Experience			
3.	Experience using a range of therapeutic approaches such as Motivational Interviewing, CBT and Solution Focused Therapy.		✓
4.	Experience of supervising, managing and leading a diverse team of staff, student placements and volunteers working with people in a health and social care setting.		✓
4.	Experience working in a multi-disciplinary team, with the ability to confidently build relationships with a range of professionals, stakeholders and services in a range of diverse community settings.	✓	
5.	Experience of supporting marginalised groups including women, people with disabilities, Black and Asian communities and LGBTQ+ people and those living in poverty, who experience discrimination and have been historically disempowered and oppressed.	✓	
6.	Experience of supporting a culture of diversity, equality and inclusion, an understanding of cultural differences and employment of anti-racist practices and principles to accomplish work.	✓	
Knowledge & Skills			
7.	Excellent whole family assessment and care planning skills, which demonstrate effective communication, goal setting and critical thinking, whilst placing the service user at the centre of the support.	✓	
8.	Knowledge of long-term health conditions and strategies to improve health and wellbeing, plus an understanding of the social and emotional	✓	



	determinants to health and the impact of ill health, deprivation and discrimination on communities and individuals.		
9.	Working knowledge of the welfare benefits systems, housing systems and welfare grants and the ability to signpost service users. Knowledge of the local area and community resources.		✓
10.	Effective communication, presentation and record keeping skills, with the ability to collate data in accessible formats for service users and write comprehensive reports for a variety of stakeholders.	✓	
11.	Excellent ability to work autonomously to effectively plan and prioritise work, adapting to new models of working in a confident and professional manner.	✓	
12.	Proficient in Microsoft Office with strong IT and administration skills.	✓	
11.	Ability to speak a second language.		✓
Values			
13.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> • Being people focused • Reflecting a 'can do' approach. • Striving for excellence in everything we do • Having mutual respect for everyone we work with, work for and support through our services 	✓	
14.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
In addition,			
15.	Willing to work hours in a flexible way to meet the needs of the service. This can require occasional 'out of hours' working to meet safeguarding deadlines.	✓	
16.	Appointments are subject to Family Action receiving a satisfactory disclosure from the Disclosure and Barring Service at the Adult Workforce Level	✓	