

Ruils Community Health and Wellbeing Worker

Job Description

| | |
|------------------------|---|
| Job Title: | Community Health and Wellbeing Worker |
| Responsible to: | Lead Social Prescribing Wellbeing Coordinator |
| Salary: | £24,500 - £27,000 (depending on experience) |
| Pension: | Employer contribution |
| Hours: | Part time, 28 hours per week |
| Based: | The Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT |

Introduction

Ruils is run by, and for, disabled people. Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. Our mission is to provide services and activities to enable individuals to be independent and to live life to the full.

We are working with South West London Integrated Care Board (SWL ICB) and our local Primary Care Networks to deliver a new project in Hampton North. The NHS Plan highlighted the need to focus on reducing health inequalities faced by sections of society. The project has a focus on a targeted locality that are facing health inequalities due to high levels of social deprivation.

Purpose of Post

The Community Health and Wellbeing Worker will work with households in Hampton North. They will carry out monthly home visits to assess health and social needs of all individuals within the household, adopting a proactive and holistic approach to support them in managing their health and wellbeing.

The Community Health and Wellbeing Worker will work with individuals to link them to services, community groups and activities to support them. They will play an important role in promoting health and healthy lifestyles, improving health, prevention and early detection.

Key Duties and Responsibilities

In this role you will:

1. Develop trusting relationships with assigned households, giving individuals time to focus on 'what matters to me'.
2. Over time work with the client and the relatives to coproduce a personalised action plan, allowing the individual to take control of their health and wellbeing based on their interests, values and motivations.
3. Where appropriate support individuals to understand the health and social care system.

4. Deliver personalised health promotion and health literacy (such as information on immunisations, smoking cessation, alcohol consumption, diet and physical exercise)
5. Through monthly visits, allow time for individuals to tell their stories and identify wider issues that impact their health and wellbeing (such as debt, poor housing, unemployment, loneliness and caring responsibilities).
6. Be aware of clients' medical needs and when those needs need to be escalated e.g. where an individual require further medical intervention for screening, adhering to medication or chronic illness and referring to appropriate professionals or agencies when needed
7. Introduce or reconnect individuals to services, community groups and statutory services based on the individual's needs and priorities
8. Manage and prioritise your own caseload, in accordance with the needs, priorities and urgent support required for individuals on the caseload.
9. Maintain records to enable tracking of the individuals journey and impact of the service on the individual's health and wellbeing. Encourage individuals, families and carers to provide feedback and to share stories on their experiences
10. Build relationships with key staff in GP Practices and the voluntary sector, attending meetings, promoting the service and becoming part of the wider network team
11. Proactively develop strong working relationships with local agencies and voluntary sector organisations to ensure referrals are appropriate and there are the right opportunities for individuals to improve their health and wellbeing
12. Report gaps in service provision to senior managers for further investigation.
13. Work with your line manager to undertake continual personal and professional development. Contribute to clinical and peer supervision sessions to enable you to effectively manage difficult issues that individuals present. Contribute to reports with key themes and trends identified from outreach and working with clients.

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the key areas involved. It will be subject to review and amendments in line with developing service needs.

Ruils Culture

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavor to maximise the opportunity for disabled individuals to be independent and to create opportunities that enable them to reach their full potential.

The post-holder will:

- Promote the work of Ruils and Social Prescribing
- Be self-servicing and will maintain efficient files and records and record on the Ruils database;
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend and contribute to Planning Days and Events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.
- Ensure that confidentiality of client information is maintained in line with GDPR regulations.

Special Requirements:

Flexibility to work outside of normal office hours on occasion.

Person Specification – Social Prescribing Wellbeing Coordinator

| Criteria | | Essential | Desirable |
|---|---|-----------|-----------|
| Personal Qualities, Attributes & Experience | Ability to listen, empathise with people and provide person- centered support in a non-judgmental way | ✓ | |
| | Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | ✓ | |
| | Commitment to reducing health inequalities and proactively working to reach people from all communities | ✓ | |
| | Able to support people in a way that inspires trust and confidence, motivating others to reach their potential | ✓ | |
| | Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders | ✓ | |
| | Ability to identify risk and assess/manage risk when working with individuals | ✓ | |
| | Able to work from an asset-based approach, building on existing community and personal assets | ✓ | |
| | Good standard of education - NVQ Level 3, Advanced level or equivalent qualifications or working towards | ✓ | |
| | Demonstrable commitment to professional and personal development | ✓ | |
| | Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity | | ✓ |
| | Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work) | | ✓ |
| | 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 | | ✓ |
| | Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | ✓ | |
| | Knowledge of motivational coaching and interview skills | | ✓ |
| | Knowledge of VCSE and community services in the locality | | ✓ |
| | Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions | ✓ | |
| | Willingness to work flexible hours when required to meet work demands | ✓ | |
| Access to own transport or ability to travel across the locality on a regular basis, including to visit people in their own homes | ✓ | | |