



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Live Well Advisor	Role Profile Number: PCDN89
Grade: M	Date Prepared: 28.06.2021
Directorate/Group: Adults, Housing and Health (Public Health)	Reporting to: Live Well Hub Manager
Structure Chart attached:	No

Job Purpose

To provide timely, effective information, advice, signposting and support to residents of Swindon. This can be delivered by telephone, via email, text or face to face. The scope of the role will include one off contacts as well as coaching style conversations which could take place over a series of interactions. The conversations are designed to:

- Deploy the MECC (make every contact count) principles
- Deal with enquiries quickly and effectively, avoiding 'hand offs'
- Improve confidence and trust in the organisation and health and social care system
- Improve the person's confidence and competence to self-manage in the future
- Engender positive, solution focused and client centred approaches
- Improve general health and wellbeing through access to emotional and practical support
- Provide access and contacts to further specialist support
- Take account of the person's story so solutions sought are client centred
- Fulfil the requests associated with our Covid Response work (local tracing, welfare visits, support for those self-isolating and shielding)

Key Accountabilities

- Manage incoming and outgoing calls and emails as part of the Live Well Hub to ensure customers are dealt with in an efficient, courteous and timely manner.
- Deliver a front of house service at Sanford House Wellbeing Hub – answering phones, welcoming visitors and providing information and advice.
- Operate an online/telephone booking system on behalf of Sanford House partners and ensure guests are welcomed and escorted to rooms accordingly

- Receive and process referral forms, triaging and working with the referrer and the client to ensure the most suitable and effective pathway.
- Undertake proactive or follow up exploratory calls to those individuals who have requested support to ascertain level of need or intervention and facilitate support accordingly.
- Maintain accurate, up to date records of contacts/action by completion of relevant records and compliance with team handover procedures, in line with SBC and health and social care operational guidance and procedures.
- Effectively use PODIO to record data and outcomes associated with the resident.
- Work alongside colleagues to identify onward signposting or referrals to ensure the residents get the information, advice or support required in a timely way.
- Manage a case load of 'check in and chat' calls, recording outcomes and moving individuals on safely as soon as possible.
- Design and deliver health promotion activity which aims to promote positive health messages, behavior change and opportunities to participate
- Deliver 'Live Well on the Road' by facilitating and delivering outreach activity on the Live Well Bus or in community settings
- Attend events and activities to promote key health promotion messages
- Have 121 and group conversations with those seeking information, advice and support. Deliver Peer Support activity as appropriate.
- Participate in community engagement activity in order to reach those who are experiencing health inequality.

Supplementary Accountabilities

- Play an active role within the Public Health team including regular attendance of team meetings, PH Directorate meetings and contributing to the overall business plan
- Support the operation of the COVID Response Team utilizing your skills, knowledge and experience and as directed by the line manager
- Assist the Community Engagement and Response Team in the day to day operation of the service
- Undertake and participate in any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.

Knowledge & Experience

- Knowledge of community resources across health, social care and the voluntary and community sector
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of health, social care and voluntary and community sector services and networks in Swindon
- Ability to apply knowledge from your own background to the development and delivery of effective working for clients and residents
- Good knowledge of Public Health principles and practices
- Experience of working in a health, social care of voluntary and community sector environment.

- Experience of using coaching and/or motivational interviewing or similar techniques.
- Experience of being creative and innovative to find out of the box solutions.
- Experience of working collaboratively with other workers/agencies in order to coordinate a multi-agency package of support.
- Experience of working on a one to one basis supporting an individual's Health and Wellbeing.
- Sound IT knowledge and skills, specifically Microsoft, including excel

Qualifications

- Educated to Level 3 with experience of working in a health, social care, community or customer focused setting

Decision Making

- Ability to work on own initiative and also work collaboratively as part of a wider team.
- Confidence and experience to make appropriate autonomous decisions within the framework agreed via line management supervision.
- Ability to fully involve customers/clients in the development of their plans
- Ability to prioritise and manage a changing workload using a wide range of strategies.
- Ability to facilitate appropriate interventions for a finite period of time (to suit the client) and to ensure robust transition arrangements are in place to encourage confidence in the client to self-manage
- Knowing when to escalate concerns or bring about multi agency approach
- Confidence in bringing a call to a conclusion
- Knowledge and escalation around safeguarding

Creativity and Innovation

- Ability to learn, be open to change and to demonstrate a can do attitude.
- Ability to be flexible and creative in order to find solutions for client/customers that result in achieving greater and lasting resilience and independence.
- Creative solutions to problem solving on an individual basis and as a team
- Strong written communication to ensure conversations, actions and outcomes are recorded
- Innovative solutions to simple and complex problems, taking account of the individual's story, starting point and aspirations.
- Experience of reflective working to improve performance.
- Experience of delivering health promotion activity

Other Key Features of the role

Office based as well as out in the community. Some evening and weekend work required. Can be long periods on the telephone and in front of a screen.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	