



Wellbeing Advisor Role Profile

Job Title: Wellbeing Advisor	Role Profile Number: PCDN80
Grade: M Grade	Date Prepared: 08.03.2021
Directorate/Group: Adults, Housing and Health (Public Health)	Reporting to: Healthy Communities Manager
Structure Chart attached:	Yes

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

Local Tracing

- Undertake case interviews of COVID-19 cases identified for contact tracing in line with the contact tracing and management protocol and further protocols or guidance as indicated
- Seek ways to best support residents to continue to self-isolate when informed to do so
- Modify and adapt methods of communication to account for the differing needs of contacts especially in stressful and difficult situations, or where English isn't their first language and ensure polite, efficient and appropriate communications exist at all times
- Provide customer focused specialist advice with the help of the programme lead regarding COVID -19 regulations and guidance
- Responsible for the timely and accurate recording of information from those interviews using systems provided.
- Maintain accurate, up to date records of contacts/action by completion of relevant records and compliance with team handover procedures, in line with PHE operational guidance and procedures.
- Undertake and participate in any training required for the post holder to fully carry out their duties, including mandatory updates/refresher training.
- Carry out doorstep visits and welfare checks in order to complete the tracing process and ensure people are well and isolating as required.

Clinically Extremely Vulnerable and Self Isolating Residents

- Undertake follow up calls to those individuals who have requested local authority support to ascertain level of need and facilitate support accordingly.
- Undertake proactive, exploratory calls with residents where a concern has been raised for their welfare or needs have been identified.
- Work alongside colleagues to identify onward signposting or referrals to ensure the residents get the information, advice or support required in a timely way.
- Carry out doorstep visits and welfare checks in order to complete the tracing process and ensure people are well and isolating as required.
- Effectively use PODIO to record data and outcomes associated with the resident.
- Manage a case load of 'check in and chat' calls, recording outcomes and moving individuals on safely as soon as possible.

Live Well

- Manage incoming and outgoing calls/emails as part of the Live Well Hub.
- Respond to questions, queries and requests coming in from local residents, providing the information or signposting accordingly.
- Update PODIO and records to show conversations and outcomes

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

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
- An interest in work currently being undertaken locally and nationally to prevent the spread of Covid 19
- Good understanding of the key messages and the advice/guidance and law associated with COVID 19
- Experience of working in a health, social care or 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 reflective working to improve performance.
- Experience of working in a culture of honesty and transparency.
- Experience of seeking support, consultation and advice from colleagues.
- Experience of working collaboratively with other workers/agencies in order to coordinate a multi-agency package of support.
- Confidence and experience to make appropriate autonomous decisions within the framework agreed via line management supervision.
- 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.
- 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.

<u>Job Scope</u>	Budget Holder Responsibility	No
Number and types of jobs managed <ul style="list-style-type: none">• Some work with volunteers		.
Typical tasks supervised/allocated to others <ul style="list-style-type: none">• Check in and chat calls• Welfare visits/shopping delivery	Asset Responsibility:	

Contacts and Relationships

- Ability to be emotionally literate and empathetic
- Ability to connect with people and put them at ease quickly
- Excellent at building trust and respect over a short time frame

- Excellent communication skills and an active listener
- Ability to build effective, respectful relationships with clients/customers within a diverse community.
- Good Coaching, motivational interviewing and listening skills, with empathic approach and ability to put the person’s need first.
- Ability to engage across the health and social care system to ensure timely and effective results.
- Ability to build strong, trusting and constructive working relationships with colleagues, partners and residents

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

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:	