# Job description

**Job title:** Living Well Connector

**Location:** Swaffham

**Hours:** 18.5hrs minimum a week

**Grade:** Grade B, point 11

**Service :** Swaffham Projects

**Reports to:** Clare Peak, Norfolk Projects Manager

The role of the Living Well Worker is to support the provision, coordination and development of Social Prescribing in the Swaffham, Feltwell and Boughton GP practice areas; supporting individuals and families to access support within their local community from community, voluntary and public-sector organisations.

The Living Well Worker will contribute to the wider early help and prevention approach, by supporting the development of strong, resilient and sustainable communities**.**

**Principal Accountabilities:**

1. Offering 1:1 holistic assessments by face to face, telephone, email or video calling (or any other digital platform) to proactively identify the needs of the individual or family.
2. To deliver support through a person-centred approach with the service user enabling them to identify a suitable solution and make informed choices. Use a range of behavioural change techniques such as motivational interviewing and strength-based approaches to help service users determine and achieve their goals
3. Build relationships with staff from primary care and broader health and social care services so that staff are familiar with the concept of Social Prescribing, understand how to access Social Prescribing and feel confident to do so.
4. Where appropriate, and with the service user’s consent, supporting individuals to represent their interests to third parties.
5. Support connections to local groups and voluntary organisations by providing information and supporting attendance to activities and events.
6. To work with individuals to improve their confidence, knowledge and skills to maintain their independence.
7. To forge strong links with local voluntary and community sector providers of health and well-being activities to promote access to services for people. To forge strong operational links with the local Help Hubs and other appropriate partners to effectively reach out to and engage with individuals, and families through a range of activities.
8. To work closely with health and social care teams, attend relevant meetings and provide information and feedback on Social Prescribing.
9. To use appropriate systems for the referral of clients to other services and follow the policies and procedures associated with their use.
10. To report on any gaps in community resources that become apparent when carrying out Social Prescribing and to support voluntary sector organisations to develop new community-based programmes and activities which aim to improve health and well-being and promote self-help.
11. To create opportunities and social networks for individuals and families to meet, connect and thrive through building positive, supportive and enabling relationships.
12. Improve awareness of opportunities for residents to participate in, and have a say in their local community.
13. To understand the importance of social welfare issues as a non-medical determinant of health and maintain key relationships with accredited advice
14. To develop a working knowledge and ability to address entitlements to benefits and social welfare issues.
15. To maintain expertise in identifying and undertaking continual personal and professional development.
16. To assist with meeting project targets as relevant at the time. To ensure high-quality record keeping, monitoring, and project evaluation.
17. To maintain satisfactory records of all work undertaken in line with information governance policies and procedures, contributing to the collection of monitoring information and preparation of progress reports.
18. To ensure you have an understanding (appropriate to your role) of, and comply with Family Action’s procedures for promoting and safeguarding the welfare of children and vulnerable adults.
19. To undertake any roles or tasks that are consistent with the level of the post and fall within the scope of the role thereby ensuring that the overall business and operational priorities of the project are delivered in a timely and effective manner. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties.
20. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:
21. Being **people** focused
22. Reflecting a **‘can** **do’** approach
23. Striving for **excellence** in everything we do
24. Having **mutual respect** for everyone we work with, work for and support through our services
25. To comply with Family Action’s Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
26. To comply with Family Action’s Health and Safety Policy, Data Protection Policy and to protect your own and others’ health, safety and welfare.

# Person Specification

E = Essential and D = Desirable

* + - 1. A relevant Level 3 qualifciation in health or social care (E) and additional coaching or mentoring qualifications/training (D)
      2. Experience of supporting individuals and / or families on a 1:1 basis and an understanding of personalisation and the skills required to support individuals to make informed decisions about their health and wellbeing (E)
      3. Experience of delivering coaching, motivational interviewing or similar behaviours change approaches (D)
      4. Experience of working directly with people within or with the voluntary, community or health sector in a paid or voluntary capacity (D)
      5. Knowledge of the wider determinants of health, including social, economic and environmental factors (D)
      6. An good understanding of mental health problems and experience of working or volunteering in this field (E)
      7. Knowledge of social welfare advice (D)
      8. Proven ability to interact with people in a way that inspires trust and confidence and an ability to motivate and influence others (E)
      9. An understanding of community development approaches to supporting health and wellbeing (D).
      10. Ability to maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals
      11. Good knowledge of voluntary and community services in Norfolk, how to find out about local services and how to support people to access them. (E)
      12. Ability to express oneself effectively verbally, and in writing, at a range of levels and with a variety of partners and stakeholders (E)
      13. Knowledge of, and ability to utilise, IT systems including word-processing skills, email, internet use. (E)
      14. Energy, commitment and ability to lead and finish work and the ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines. (E)
      15. The ability to work flexibly and enthusiastically within a team and on own initiative (E)
      16. Experience of monitoring and evaluation (E)
      17. Experience of building relationships and working in partnership with a variety of organisations and individuals (D)
      18. Ability to demonstrate continuous improvement and self-development (E)
      19. An ability to follow organisational policies and procedures in relation for example, Safeguarding, Data Protection, Health and Safety and Equal Opportunities. The post holder will be required to have a satisfactory DBS check.
      20. The ability and willingness to work flexible hours when required to meet the demands of the service
      21. Access to transport and the ability to travel across the locality.
      22. To be able to evidence Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by:

1. Being **people** focused
2. Reflecting a ‘**can do**’ approach
3. Striving for **excellence** in everything we do
4. Having **mutual respect** for everyone we work with, work for and support through our services