



## **Wellbeing Enterprises CIC**

**Job Title:** Volunteer Wellbeing Supporter

**Office location:** Halton

**Responsible to:** Services Manager

### **The Volunteer Role:**

Wellbeing Enterprises (WE) are looking for Volunteer Wellbeing Supporters to assist patients and the public with their non-medical needs. The successful volunteer will assist Wellbeing Link Workers to support people to address practical, social, and emotional needs that may be impacting on physical and mental health. They will carry out duties including researching appropriate sources of support, being a point of contact for patients and the public as well as administrative duties associated with the role.

The volunteers will work with Wellbeing Link Workers to identify and respond to needs and strengths, provide signposting and brokerage support and ensure that patients get the support they need in a timely fashion. Wellbeing Enterprises are looking for individuals who prioritise patients' and public needs first and foremost, who show personal attributes of compassion, friendliness, and teamwork.

Volunteer Wellbeing Supporters will:

- Assist Wellbeing Link Workers in supporting patients and the public with their non-medical needs.
- Research appropriate sources of support with the Wellbeing Link Worker.
- Be a point of contact for patients and overcome barriers to accessing timely support and assistance.
- Assist Wellbeing Link Workers in helping people achieve aims and objectives detailed in personalised wellbeing plans.
- Help people to manage their needs and develop their strengths and capabilities.
- Assist with the planning and implementation of community projects and activities.
- Carry out general administrative duties associated with the role. For example, updating notice boards and making and receiving phone calls.
- Ensure that people have good quality information to help them make choices about their wellbeing.
- Support people to take positive steps to improve their health and wellbeing levels.
- Assist people to access self-management education courses, peer support or interventions that support them in their health and wellbeing.
- Uphold Wellbeing Enterprises CIC's core values: People, Place and Partners.

The details contained within this volunteer role description reflect the content of the role at the date it was prepared. However, it is inevitable that, over time, the nature of the volunteer role may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the volunteer role or the level of responsibility entailed. Consequently, we will expect

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to revise this role description from time to time and will consult the volunteer/s  
at the appropriate time.

Date prepared: 06/03/2023

**Person Specification: Volunteer Link Worker Supporter**

<b>KEY:</b> E = Essential, D = Desirable A = Application form, I = Interview, S= Short listing criteria		
<b>Requirement</b>	<b>Essential/ Desirable</b>	<b>Assess from</b>
<b>Qualifications</b>		
Education and/or relevant experience in a helping role.	D	A,I, <b>S</b>
<b>Experience</b>		
Experience working in a helping role, or a role that helps deliver better outcomes.	D	A,I, <b>S</b>
Experience working with culturally diverse groups.	D	A,I, <b>S</b>
<b>Skills and abilities</b>		

Able to work as part of a team supporting others.	D	A,I, <b>S</b>
Good interpersonal, written, and oral communication skills (e.g., presentation skills).	D	A,I, <b>S</b>
IT skills including the use of Microsoft Office including Excel, Word, and PowerPoint.	D	A,I, <b>S</b>

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<b>Knowledge and understanding</b>		
An understanding of health and wellbeing needs that exist in communities.	D	A,I, <b>S</b>
Knowledge and/or experience of social enterprise and/or third sector	D	A,I

<b>Personal attributes</b>		
Passionate about health & wellbeing and making a difference.	D	A,I, <b>S</b>
Have a strong commitment to the values of teamwork and collaboration	D	A,I, <b>S</b>
Flexible, creative and ‘can do’ approach to work.	D	A,I

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