



Wellbeing Enterprises CIC

Job Title: Volunteer Wellbeing Supporter

Office location: Halton

Responsible to: Operations Manager

Our services help people achieve happier, healthier lives. Together we assist patients in addressing the practical, social, and emotional needs affecting their mental health and wellbeing, overcoming challenges, and building resilience and capabilities.

Volunteering is a fantastic way to make a difference, build your confidence and enhance your CV. You will have the opportunity to develop your skills and abilities, with training provided to enable you to successfully fulfill the role.

We are looking for volunteers to support our team at Wellbeing Enterprises. The role includes but is not limited to;

- Collaborate effectively as a member of our Wellbeing Enterprises CIC team.
- Assist Wellbeing Link Workers in supporting patients and the public with their non-medical needs.
- Work with a Wellbeing Link Worker to research and map appropriate sources of local community support.
- Serve as a point of contact for patients, overcoming any barriers to accessing timely support and assistance.
- Support Wellbeing Link Workers and patients to achieve the actions outlined in personalised wellbeing plans.

- Contribute to the planning and delivery of community projects, outreach sessions and activities.
- Carry out general administrative duties. For example, updating notice boards, and making and receiving phone calls.
- Ensure that patients have good quality information to help them make choices about their wellbeing.
- Support patients to take positive steps to improve their health and wellbeing levels.
- Collaborate with the team to develop promotional materials and social media campaigns.
- 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 on 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 carried out without changing the general nature of the volunteer role or the level of responsibility entailed. Consequently, we will expect to revise this role description from time to time and will consult the volunteer/s at the appropriate time.

Date prepared: 05/02/2025

Person Specification: Volunteer Link Worker Supporter

Date prepared 05/02/2025

KEY: E = Essential, D = Desirable A = Application form,
I = Interview, S= Short listing criteria

| Requirement | Essential/ Desirable | Assess from |
|---|---------------------------------|------------------------|
| Qualifications | | |
| Education and/or relevant experience in a helping role. | D | A, I, S |

| | | |
|---|---|---------|
| Experience | | |
| Experience working in a helping role, or a role that helps deliver better outcomes. | D | A, I, S |
| Experience working with culturally diverse groups. | D | A, I, S |

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

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

| Personal attributes | | |
|--|---|---------|
| Passionate about health & wellbeing and making a difference. | D | A, I, S |
| Have a strong commitment to the values of teamwork and collaboration | D | A, I, S |
| Flexible, creative and 'can do' approach to work. | D | A, I |