



Wellbeing Enterprises CIC Job Description and Person Specification

Job Title: Wellbeing Care Coordinator

Salary: Salary: £26,850 (permanent post)

Hours: 36 hours per week

Place of work: Halton

Responsible to: Services Manager

Purpose of post:

Wellbeing Enterprises (WE) is recruiting a new Wellbeing Care Coordinator to provide extra time, capacity, and expertise to support asylum seekers and other groups (e.g. homeless people) who may be vulnerable in Runcorn. The successful post holder will support patients in preparing for or following up on clinical conversations they have with primary care professionals within Runcorn Primary Care Network (PCN). They will work closely with GPs and other primary care professionals to identify and manage a case load of identified patients, making sure that appropriate support is made available to them and their carers, and ensuring that their changing needs are addressed.

The post holder will provide 1 to 1 support, review needs and strengths, and provide signposting and brokerage support to connect patients to a wide range of support services available locally. WE is looking for an individual who will prioritise patients' needs first and foremost, who is experienced at teamwork and who shows personal attributes of compassion, friendliness, and tenacity. You will be supporting people onsite in the Asylum Centre.

Key responsibilities:

Care coordinators will:

- Proactively identify and work with a cohort of people to support their personalised care requirements, using the available decision-making support aids.
- Provide practical assistance so that patients can overcome barriers to accessing timely clinical support and treatment.
- Bring together all of a person's identified care and support needs and explore their options to meet these into a single personalised care and support plan, in line with PCSP best practice.
- Help people to manage their needs, and develop their strengths and capabilities, answering their queries and supporting them to make appointments.
- Support people to take up training or employment, and to access appropriate benefits where eligible / appropriate.
- Raise awareness of shared decision making and decision support tools and assist people to be more prepared to have a shared decision-making conversation.
- Ensure that people have good quality information to help them make choices about their care.
- Providing drop-in sessions, brief interventions and signposting support.
- Support people to take positive steps to improve their health and wellbeing levels including use of a range of validated health metrics.
- Assist people to access self-management education courses, peer support or interventions that support them in their health and wellbeing.
- Explore and assist people to access personal health budgets where appropriate.
- Provide coordination and navigation for people and their carers across health and care services, alongside working closely with Community

Wellbeing Officers, health and wellbeing coaches and other primary care roles.

- Support the coordination and delivery of MDTs within PCNs.
- Monitor the attainment of key performance indicators (KPIs) using qualitative and quantitative methods.
- General administration duties, for example data-inputting, production of promotional materials and making/receiving phone calls.
- Uphold Wellbeing Enterprises CIC's core values: People, Place and Partners.

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

Date prepared: 15/04/24

Person Specification: Wellbeing Care Coordinator

KEY: E = Essential, D = Desirable A = Application form, I = Interview, S= Short listing criteria		
Requirement	Essential/ Desirable	Assess from
Qualifications		
Education to degree level in a relevant subject or equivalent and / or substantive relevant experience	E	A,I, S
Experience		
Experience working in a health, social care, or community setting; planning and delivering 1 to 1 health and wellbeing interventions to patients and / or public	E	A,I, S
Experience of working with clinicians and as part of a multi-disciplinary team	E	A,I, S
Experience working with culturally diverse groups and / or those who may be considered vulnerable or at risk	E	A,I, S
Skills and abilities		
Able to support patients in a one-to-one and group setting; offer holistic support and demonstrate empathy and compassion. Addressing practical, social and emotional challenges and building capabilities.	E	A,I, S

Excellent interpersonal, written and oral communication skills (e.g. presentation skills). Able to communicate effectively with patients and professionals	E	A,I,S
Able to work to targets and milestones, as agreed in work plans and key contracts	E	A,I,S
Ability to work in a self-directed way, using own initiative to manage workload. A problem solver, who uses their own initiative to bring about positive change.	E	A,I,S
Excellent time management, organisational and administration skills, using initiative to manage workload.	E	A,I,S
Proven ability to work in collaboration with stakeholders, working in an inclusive and empowering way that builds capacity and mobilises capabilities, assets, and resources	E	A,I,S
Excellent IT skills including the use of Microsoft Office including Excel, Word and PowerPoint	E	A,I,S
Able to work and travel across the Liverpool City Region and to work flexibly (including evening and weekend work on occasions)	E	A,I

Knowledge and understanding		
A good understanding of health and wellbeing interventions, asset-based working and health promotion principles with examples of practical experience.	E	A,I,S
Knowledge of equality and diversity legislation and anti-discriminatory and anti-oppressive practice	D	A,I

An understanding of the wider determinants of health that impact upon health and wellbeing throughout the life course	D	A,I
Knowledge and/or experience of social enterprise and/or third sector	D	A,I

Personal attributes		
Self-motivated and passionate about health & wellbeing and making a difference. Someone who is committed to learning and development and takes responsibility for such.	E	A,I, S
Have a strong commitment to the values of collaboration and co-production	E	A,I, S
Flexible, creative and 'can do' approach to work. Someone who is committed to continual improvement and learning.	E	A,I

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