



## **Wellbeing Enterprises CIC Job Description and Person Specification**

**Job Title:** 2 x Community Wellbeing Officers (Link Workers)

**Salary:** Salary: £23,000  
(Permanent contract)

**Hours:** 36 hours per week

**Office location:** Halton

**Responsible to:** Services Manager

### **Purpose of post:**

Wellbeing Enterprises (WE) is expanding its team and recruiting two new Community Wellbeing Officers (Link Workers) to work with both primary care network multi-disciplinary healthcare teams, providing 1:1 personalised support to people who self-refer or are referred to them.

These posts aim to help people to take control of their health and wellbeing by giving time to focus on 'what matters to me'. The social prescribing link worker will build trusting relationships with people, create a shared personalised care and support plan and connect them to local, diverse and culturally appropriate community groups, voluntary, community, faith and social enterprise (VCFSE) organisations and services. They will also work with a diverse range of partners to provide support to community groups and VCFSE organisations involved in social prescribing.

This role helps people to work on their wider health and wellbeing, specifically addressing health access and outcomes and wider determinants of their health, such as debt, poor housing and physical inactivity, as well as other lifestyle issues and low-level mental health concerns by increasing people's active involvement with their local communities. This approach particularly helps people with long term conditions (including support for mental health), people who are lonely or isolated, or who have complex social needs which affect their wellbeing.

You must be a good listener, have time for people and be committed to supporting local communities to care for each other. You should have experience of working positively with people facing complex social and emotional challenges. You will have excellent interpersonal skills in supporting people, community groups and local organisations.

The postholder(s) will work with a diverse range of people from different cultural and social backgrounds. The ability to work confidently and effectively in a diverse, and sometimes challenging environment is essential. We are committed to having a workforce in which people from diverse backgrounds are supported and empowered to work with local communities to improve health access and outcomes for all and provide culturally appropriate and responsive public services.

**Key responsibilities:**

Community Wellbeing Officers (Link Workers) will:

- Undertake holistic assessments of needs and strengths, devise personal care and support plans and connect people to local, diverse and culturally appropriate organisations.
- Work in partnership with patients to help them take control of their health and wellbeing by giving time to focus on 'what matters to them'.
- Actively participate in multi-disciplinary team meetings and collaborate with professionals to ensure joined up support for patients.
- Address health access and outcomes and wider determinants of health such as debt, poor housing, physical inactivity as well as other

lifestyle factors and low-level mental health concerns by increasing people's active involvement with their communities.

- Work collaboratively with a wide range of VCFSE organisations locally and regionally and connect patients to their support offers.
- Work with a diverse range of partners to provide support to community groups and VCSE organisations involved in social prescribing.
- Deliver educational and social inclusion opportunities for patients and citizens which develop capabilities, life skills and social connections.
- Support local and regional efforts to address the wider determinants of health by participating in projects and initiatives, community support networks and community wealth building.
- Work with volunteers and build capacity in the community to grow support networks through the development of self-help provision working with VCFSE partners.
- Uphold Wellbeing Enterprises core values: People Power, Positive Places and Productive Partnerships.

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/s at the appropriate time.

Date prepared: 22/11/21

**Person Specification: Community Wellbeing Officer**

<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 to degree level in a relevant subject or equivalent and / or relevant experience	E	A,I, <b>S</b>
<b>Experience</b>		
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, <b>S</b>
Experience working with professionals from a range of disciplines to deliver positive outcomes	D	A,I, <b>S</b>
Experience working with culturally diverse groups and / or those who may be considered vulnerable or at risk	E	A,I, <b>S</b>

<b>Skills and abilities</b>		
Ability to support patients in a 1-to-1 and group setting, offering holistic support, and demonstrating empathy and compassion.	E	A,I, <b>S</b>
Excellent interpersonal, written, and oral communication skills (e.g., presentation skills).	E	A,I, <b>S</b>
Ability to work in a self-directed way, using own initiative to manage workload.	E	A,I, <b>S</b>
Excellent time management, organisational and administration skills.	E	A,I, <b>S</b>
Ability to work in collaboration with stakeholders, in an inclusive and empowering way that builds capacity and mobilises capabilities, assets, and resources.	E	A,I, <b>S</b>
Excellent IT skills including the use of Microsoft Office including Excel, Word and PowerPoint	E	A,I
Able to work and travel across the Liverpool City Region and to work flexibly (including evening and weekend work on occasions)	E	A,I

<b>Knowledge and understanding</b>		
A good understanding of evidence-based health and wellbeing approaches, asset-based approaches and health promotion principles	E	A,I, <b>S</b>
A good understanding of the role of Link Workers / Community Wellbeing Officers in primary care	E	A, I, <b>S</b>
Knowledge of equality and diversity legislation and anti-discriminatory and anti-oppressive practice	D	A,I
A good 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

<b>Personal attributes</b>		
Self-motivated and passionate about health & wellbeing and making a difference	E	A,I, <b>S</b>
Have a strong commitment to the values of collaboration and co-production	E	A,I, <b>S</b>
Flexible, creative and 'can do' approach to work	E	A,I

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