



Wellbeing Enterprises CIC Job Description and Person Specification

Job Title: Wellbeing Link Workers x 2

Salary: Salary: £26,350 (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 x2 Wellbeing Link Workers to work with healthcare colleagues and wider partners to provide one-to-one personalised support to people who self-refer or are referred to them.

The post holders will help people to take control of their health and wellbeing by giving time to focus on 'what matters to them'. Wellbeing Link workers build trusting relationships with people, create a shared Personalised Wellbeing Plan (PWP) and connect them to local, diverse and culturally appropriate community groups, voluntary, community, faith and social enterprise (VCFSE) organisations and services. You will also work with a diverse range of partners to support efforts to tackle the wider determinants of health. You will support people via our telephone support service and in person in clinical and community settings.

This role helps people to work on their wider health and wellbeing, specifically addressing health access and outcomes and wider determinants of health, such as loneliness, money worries, poor housing and physical inactivity, as well as other lifestyle issues and low-level mental health concerns.

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 practical, social and emotional challenges. You will have excellent interpersonal skills in supporting people, community groups and local organisations.

You must be a problem solver and someone who can use your initiative to bring about positive outcomes. You will have a key role helping the organisation to achieve its social objectives. We are looking for people who can communicate effectively at all levels of seniority, and who take responsibility for bringing about positive change and who are committed to learning and improvement.

The postholder will work with people from different cultural and social backgrounds. The ability to work confidently and effectively in a diverse, and sometimes challenging environment is essential. This is a rewarding job for those who are interested in working with people to help them overcome their challenges and move forwards in their lives.

Key responsibilities:

Wellbeing Link Worker(s) 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 people / 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 poor housing, loneliness, 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.
- 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.
- 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: 08/04/24

Person Specification: Community Wellbeing Officer

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|--|---------------------------------|------------------------|
| 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 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 working with professionals from a range of disciplines to deliver positive outcomes | D | 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 | | |
|---|---|---------------|
| Ability to support patients in a 1-to-1 and group setting, offering holistic support, and demonstrating empathy and compassion. Addressing practical, solution 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 |
| 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. | E | A,I, S |
| 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, S |
| 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 |

| Knowledge and understanding | | |
|---|---|----------------|
| A good understanding of evidence-based health and wellbeing approaches, asset-based approaches and health promotion principles including examples of practical experience | E | A,I, S |
| A good understanding of the role of Link Workers / Community Wellbeing Officers in primary care | E | A, I, S |
| 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 |

| 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 |

Date prepared: 09/04/24