



Job Title	HEALTH & WELLBEING OFFICER
Salary Band	£21,000 - £24,000
Hours	37 hours per week
Location	Perry Common, Birmingham
Accountable to	Flourishing Community Services Manager
Post Term	Initial contract until 31st March 2022 with extension subject to funding

Working Relationships

Internal	External
Flourishing Community Services Manager Health & Wellbeing Transformation Lead Homes and Assets Team WLCA team Senior Managers Board Members Volunteers	Local residents, tenants, and community groups Third Sector / Voluntary / Community Sector workers Care / Support Providers Health and Social Care Professionals Fundors and Commissioners Strategic Partners

JOB PURPOSE

To support the development and delivery of a broad range of activities, services and interventions that enhance the long-term health and wellbeing of adults in North Birmingham and surrounding areas, including older and vulnerable adults, families and others with an identified health and wellbeing need(s). Working using community approaches, a key purpose of projects will be to keep citizens healthier and independent in the place they live, reducing statutory intervention and/or acute care needs, and enabling individuals to build the capabilities and confidence to lead & coproduce services and contribute more, for example through volunteering.

Working with Health & Social Care providers and community organisations, we seek to change attitudes and behaviours; using approaches and tools such as social prescription, neighbourhood networking and health creation that lead to a step change over time in crucial areas such as falls prevention, exercise, mobility, reducing social isolation, bereavement and mental ill-health.

1. JOB DESCRIPTION

Key Tasks and Responsibilities
<ul style="list-style-type: none">Working with the WLCA team, NHS, statutory services, third sector partners, community groups and volunteers to identify and engage citizens, ensuring their needs are met through the service and they have the opportunity and support to contribute meaningfully to community life.Conducting one-to-one meetings either in a clients' home or community venues as appropriate; assessing and understanding an individual's situation and exploring options and opportunities together.

- Managing and taking responsibility for case load allocation from a range of referral gateways using WLCA's established triage system.
- Creating opportunities for older residents to contribute to community life and local activities through volunteering, befriending, sharing their experience/insights and building personal networks.
- Organising & supporting wellbeing-focused activities, such as events, meetings, advocacy, and workshops in the community, including project development work.
- Project monitoring and reporting to a range of internal/external stakeholders and recommending areas for service improvement.
- Working with and supporting WLCA colleagues and volunteers to co-produce a range of community, health, and wellbeing initiatives.
- Supporting funding bids to extend and develop Health & Wellbeing services.
- Promoting, networking & developing the service through events, outreach, attending meetings and new working partnerships; positively representing WLCA to stakeholders.
- Working with individuals on a 1-2-1 basis to identify social and economic aspects and barriers impacting on their Health & Wellbeing and supporting them to address/reduce health inequalities.
- Any other duties as required to meet the needs of the business and future contracts.

2. PERSON SPECIFICATION

EXPERIENCE

Method of Assessment: -

- Application Form (A)
- Interview (I)
- Test (T)

Essential	Desirable
Successful delivery of health and wellbeing projects or support services for adults in a community or health setting (A,I)	Providing counselling or intensive one to one support
Proven track record of working successfully with GPs, health providers and community groups to deliver measurable improvements in health and wellbeing outcomes (A,I)	Experience working with volunteers, developing events or partnership building
Developing and implementing effective citizen/patient consultation and engagement to inform service delivery and improvement (A,I,T)	
Implementing monitoring and evaluation systems and reporting to internal and external stakeholders (A,I)	

SKILLS AND QUALIFICATIONS

Essential	Desirable
Excellent interpersonal, negotiation and communication skills (written and verbal) (A,I,T)	Driving license and access to a car
Excellent engagement, relationship building and facilitation skills with service users/communities and stakeholders (A,I,T)	
Excellent organisation, planning and project management skills (A,I)	
Team-working skills, able to work in a flexible and adaptable way (I)	
Good IT skills, including word processing, spreadsheets, email, web research, presentations (A,I,T)	

KNOWLEDGE

Essential	Desirable
Understanding of health & wellbeing in the context of community development (A,I,T)	
Understanding of the current health and adult social care landscape (A,I)	

Other requirements:

A DBS check (formally CRB) will be required for this post

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy. As part of our Health & Wellbeing team you will be responsible for:

- Ensuring that customers' needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring, and measuring the effectiveness of QMS