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| Service and job specific context statement | |
| **Directorate:** | Health and Adult Services |
| **Service:** | Care and Support |
| **Post title:** | Living Well Coordinator |
| **Grade:** | G |
| **Responsible to:** | Living Well Manager |
| **Staff managed:** | None |
| **Date of issue:** | March 2018 |
| **Job family:** | **C&S - Care & Support** |

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| Job context |
| This role is critical to the successful delivery of the prevention agenda across Health and Adult Services; increasing people’s independence and reducing their need for traditional health, social care services and other support. The roles are the first, front facing delivery arm for HAS and contribute towards preventing, reducing or delaying the needs for care and support.  The post holder will work directly with older people and adults over the age of 18 with physical disabilities, learning disabilities, low level mental health issues, autism and sensory impairments to maximise independence and improve health and well-being.  There is a commitment to deliver a prevention agenda together with a range of partner agencies across the county including the NHS, District and Borough Councils, the voluntary and independent provider sectors and user-led organisations.  Living Well Coordinators work as a countywide team, based in locality areas led by a Living Well Team Manager.  They are required to adopt mobile working practices, working in the community with access to a laptop and mobile phone and will be required to input personal data into the case management system for reviewing and monitoring performance against agreed outcomes. Workers will be expected to work in people’s homes, community venues and GP surgeries and will be responsible for organising their own work locations and diary.  An enhanced DBS clearance is required for this post. An ability to fulfil all spoken aspects of the role with confidence through the medium of English |
| Job specifics |
| * The aim of the Living Well Coordinators is to prevent avoidable use of health and social care and other formal support services. * Living Well Coordinators will work with people for up to 12 weeks to find the right support solutions to meet individual needs, including informal support networks as well as formal services where appropriate. * The Living Well Coordinators will be confident in using behaviour change techniques and motivational interviewing to enable individuals to maximise their potential and to achieve personal goals. * Living Well Coordinators will provide information, advice and guidance, signpost, connect and support to enable adults to maximise their wellbeing and independence. They will continuously update their knowledge base and skills to ensure that support and guidance provided is current and correct. * Living Well Coordinators will provide briefings and information sharing sessions to staff both internally and externally to ensure a preventative approach is core to the work of health and social care. * Living Well Coordinators may be asked to take the role of lead professional/coordinator when working with a wide range of organisations, including statutory agencies, for individuals who are in crisis. |

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| **Structure** |

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| Job Description | |
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| Job purpose | The postholder will work with people to find the right support solutions to meet their individual needs and personal interests. They will provide information, advice and guidance, signposting and one-to-one support to enable adults to maximise their health, wellbeing and independence. They will work closely with health, voluntary and community partners and will promote a preventative approach across Health and Adult Services. |
| Operational management | * Work creatively and innovatively with adults over a limited period to develop support solutions to meet needs and reduce impact on health, social care and other services * Manage own time and caseload effectively, including lone and remote working which will include a variety of work pressures and demands. * Manage a case load of clients and adhere to associated policies and procedures including confidentiality and record keeping * Work with individuals with complex emotional behaviours which may include negotiation and occasional de-escalating difficult situations * Promote positive health and wellbeing with adults, providing advice on healthy lifestyles and supporting people to access health improvement initiatives provided in the community. Have knowledge of and encourage people to access a range of statutory and non-statutory health and wellbeing initiatives provided in the community. * To cascade information and deliver briefing sessions to wider teams and HAS colleagues about community resources and assets to support strength based assessments. * Take on a champion role for a specific area of vulnerability within each locality, for example autism, dementia, mental health, sensory, carers, physical health and learning disabilities and attend meetings and training related to that area including awareness of national, regional and local strategies and legislation. To pass this information onto the Living Well team through meetings and briefing sessions. * Develop and maintain a good working knowledge of local support and universal services. Liaise closely with the Stronger Communities team by identifying gaps in community provision and sharing intelligence. * Use behaviour change and / or motivational interviewing techniques and a person centred approach to support individuals with setting goals and changing their behaviour. * To complete the Warwick Edinburgh Mental Wellbeing Scale with people supported |
| Communications | * Communicate effectively with individuals and their carers in an appropriate manner and format, to build professional relationships using recognised methods and techniques * Work with individuals to manage difficult situations using negotiation skills to ensure effective working relationships are maintained. * Identify and develop relationships with colleagues, health professionals and local charities and organisations to share knowledge and support vulnerable adults. * Act as a champion on prevention across a variety of settings including the community and voluntary sector and health and social care * Raise public awareness on health and social care issues relevant to the community * Maintain clear, concise and timely recording of contacts with people in the appropriate electronic database and any other format as directed by line manager |
| Partnership / corporate working | * Share skills and knowledge with colleagues and partners to promote best practice * Work closely with professionals in HAS, NHS partners, District Councils and the voluntary sector to maximise resources and opportunities for people. * Feed in information on specific geographic areas by working with partner organisations to gain an understanding of needs and related provision currently available to older and disabled adults * Support integrated working with the NHS. |
| Resource management | * Meet personal performance targets set, as agreed with line manager * Collect data and outcomes to support ongoing evaluation of the service. * Contribute to wider team and organisational performance targets. * Take responsibility with line manager for own continuing professional development * Participate in training as prescribed by line manager |
| Systems and information | * Utilise the current business processes in relation to record keeping, financial monitoring and ICT. * Assist in the collection of data using the appropriate IT systems, including keeping up to date with and supporting organisational technical developments. |
| Strategic management | * Support NYCC strategic priorities around prevention and early intervention * Contribute to the HAS 2020 service priorities |
| Safeguarding | * Act as a Safeguarding Adults Alerter and intervene in emergency situations to protect a vulnerable adult and initiate the appropriate actions required. Support people referred following a safeguarding referral. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Understanding of the role of prevention for those who are at high risk of needing ongoing health and social care support without early intervention * Extensive understanding of preventative approaches that maximise independence, improve health and minimise isolation * Knowledge and understanding of health and social care policy and good practice and relevant legislation. * Knowledge of the Care Act 2014 * Knowledge of Equality & Diversity, Dignity & Respect and Human Rights * Knowledge of the Data Protection Act and confidentiality * Extensive knowledge of a person centred approaches and innovative models of working with vulnerable people at times of lifestyle change. * Be able to demonstrate a knowledge and understanding of services and community activity for people provided by statutory, voluntary and community sectors in North Yorkshire and referral criteria. * Knowledge of how to support people with a variety of needs and complex issues, including acquired brain injury, drug and alcohol issues, mental health issues. * Knowledge of the wider impacts on health and social care and how these impact on individuals including: housing, debt, employment | * Knowledge of Safeguarding Adults Procedures * Training in motivational interviewing or other behaviour change methods * Knowledge of the benefits system and how it impacts on older and disabled adults * Knowledge and understanding of motivational interviewing and/or other behaviour change methodologies. * Knowledge of MH first Aid, Drug & Alcohol awareness, suicide awareness**.** |
| Experience   * Experience in working with vulnerable adults in the community * Experience of planning, prioritising and meeting deadlines * Experience of partnership working * Experience of working with individuals to assess and set goals/outcomes * Ability to work sensitively in difficult emotional circumstances with empathy, compassion and understanding. * Experience of working in health, social care or information and advice, in direct contact with people, families and carers in a paid or voluntary capacity * Ability to collect data efficiently in order to provide statistical evidence for analysis * Experience of person centred approaches and social care prevention. | * Experience of casework, including identifying needs, support planning and reviewing * Experience of using behaviour change or motivational interviewing techniques * Experience of using the Warwick Edinburgh Mental Wellbeing Scale (WEMWBS) or other wellbeing measures |
| Occupational Skills   * Effective listening skills * Effective written and oral communication and interpersonal skills * Tailored approach to working with adults and carers * Ability to work effectively with the public, professionals and other groups and agencies * Able to advocate on behalf of another person appropriately * Ability to work under pressure and recognise when to seek advice or * support * Takes responsibility for maintaining own and others’ health and safety * Successfully persuades, influences and / or negotiates with people * Ability to analyse information in various formats to make a judgement on the support available to you to enable you to meet the needs of individuals. * Good IT skills including use of email, intranet, internet, word, excel and inputting data into the Council’s care management system. * Ability to assimilate new initiatives, technology and software and interpret information. * Effective influencing and negotiating skills * Good interpersonal skills. * Customer-facing role requiring the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post * Literacy and numeracy skills to level 3 |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * Level 3 NVQ/QCF qualification in relevant area or relevant demonstrable experience * Evidence of training undertaken appropriate to post |  |
| Other Requirements   * Personal qualities of:   + Self-starter   + Creative and innovative   + Solution focused   + Meets deadlines   + Flexible and adaptable * Ability to work both independently and as part of a team * Ability to travel independently across a rural area to meet the demands of the post * Availability to work outside office hours as necessary, including evening and weekend working. |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.