Job Profile	
Job Title	**Wellbeing Support Worker**
Hours per Week	37
Salary	Up to £19,782 FTE (dependent upon experience)
Responsible to	Support Services Team Manager
Service/Team	Support Services & Rutland Access Partnership
Job Number	HSS-HR-014
Base/Location	38 Leicester Road, Loughborough, Leicestershire, LE11 2AG

Job Purpose

Rutland Access Partnership (RAP) is a partnership between The Bridge, Citizens Advice Rutland and Spire Homes. RAP are delivering the Rutland Community Wellbeing Service (RCWS) on behalf of Rutland County Council.

The RCWS will help Rutland citizens to maximise their health and wellbeing and contribute to the collective welfare and prosperity of the community. RAP will deliver an effective first response to all, through an interactive website, single telephone number and drop in services. Key services include short term support, long term support, information and advice, sensory impairment, dementia and older people's services, volunteering, housing and homelessness advice, healthy lifestyles, including a quit smoking service.

The post holder will be part of a team of 6 support workers providing short and long-term support to people accessing the service. They will offer flexible support, be responsive to changing needs and work to support individuals to develop the skills necessary for achieving and/or sustaining personal resilience and independent living.

Main Duties and Responsibilities

- Engage with customers in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high-quality customer service at all times.
- To support individuals of all ages and client groups in both a reactive and proactive way. Conducting support visits, providing high quality Information, Advice and Guidance, completing comprehensive case notes, external signposting and referrals and evidencing outcomes
- To assess risk in relation to clients and activities, taking a positive approach to risk management to maximise people's choice and control over their services
- To be aware of the needs of a diverse range of client groups including those unable to access services directly and to refer these clients onto other services effectively
- Actively promote RAP Services and engage local people in the most appropriate way
- To identify unmet need in communities and respond appropriately

- Encourage individuals to make their own decisions, promote rights, choice, dignity and independence.
- Support each person to make full use of community facilities and to actively encourage their participation in community groups/activities.
- Provide ongoing face to face, telephone and email support to clients for a period of up to 1 year, to develop their skills and confidence in addressing support needs and empowering them to live independently
- Support clients to maximise their income through checking their benefit entitlement, assisting with initial claims, follow up paperwork and budgeting support
- Provide specialist advice and guidance on more complex and in-depth needs around housing, welfare and debt
- Offer advice and guidance to enable clients to make plans for their future e.g. accessing training or education, work experience or volunteering opportunities
- Assess high level substance misuse needs using a targeted assessment framework and offer advice and support to clients, signposting to specialist agencies where necessary
- Assess higher level mental health needs using a recognised Mental Wellbeing Scale
- Offer advice and guidance on a range of wider health and wellbeing needs such as physical health, healthy weight, sexual health and smoking cessation
- Support and develop a seamless multi-agency approach, in order to ensure clients are able to access the range of support they require in an effective and timely manner

General Organisational Duties

- To comply with, and adhere to, The Bridge's Quality Management System (QMS)
- To take responsibility for producing your own correspondence
- To take engage with, and contribute in, your own Training and Continual Professional Development
- To embed and exhibit The Bridge's Values and Ethos in your work
- To take responsibility for your own health and safety and that of others in line with The Bridge's Health and Safety Policy
- To undertake other duties as required by the Chief Officer to ensure the smooth running of The Bridge

Special Factors

- This role is required to work occasional evenings and weekends
- This role requires a full driving licence and a car

Person Specification

The following criteria define the relevant knowledge, experience, skills and abilities which a candidate will need to demonstrate throughout the recruitment process. The criteria will be assessed at different stages including Application (A), Interview (I), Test (T) or Presentation (P).

In the final column we have provided a weighting in respect of the importance of meeting each criteria; 1 necessary, 2 important, 3 essential. The answer to each criteria will then be scored by members of the shortlisting panel on a scale of 0 to 2; 0 unmet, 1 part-met and 2 met. The total score of the application form will then be converted into a percentage which will be assessed against the organisational shortlisting thresholds. Candidates who meet, or exceed, this threshold will be invited to interview.

No.	Criteria	A	I	T/P	W
1	An understanding of the principles of supporting people to be resilient and live independently	X			2
2	Good working knowledge of benefits and income maximisation	X	X		1
3	Knowledge to provide higher level substance misuse, physical health, healthy weight, sexual health and smoking cessation advice	X			2
4	The ability to assess need and risk, create support plans and motivate people to identify and achieve their goals	X	X	X	3
5	The ability to work in partnership with existing partners and develop new working relationships with external colleagues from both the voluntary and statutory sectors	X	X		3
6	The ability to work positively with vulnerable people who may display challenging or difficult behaviour	X	X		3
7	Experience of using a case management system to accurately record case notes and observations	X	X		2
8	Understanding of key safeguarding issues and processes	X	X	X	3
9	A high level of written and verbal communication skills including the ability to advocate for clients, where appropriate	X	X	X	3
10	The ability to work on your own initiative and manage multiple tasks within a pressured environment	X	X		2
11	A high level of commitment to The Bridge's values and ethos.		X		3
12	A high level of commitment to and understanding of Equal Opportunities and the ability to counter discrimination		X		3

Document Control				
Prepared by	Molly Boggis		**Date**	08.05.2019
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