



**Job Title:** Wellbeing Coordinator  
**Grade:** Grade 4  
**Section:** Housing  
**Reports to:** Wellbeing Team Leader  
**Responsible for:** None

### The Job

Is to:

- take a key role in managing referrals to our Wellbeing Support Service and Mental Health Navigators. These teams support tenants facing health and wellbeing inequalities to access specialist services, interventions and support that enable them to make positive changes to their situations; and
- take responsibility for managing information related to the referral process and tracking information related to the case support, ensuring that spreadsheets and records are accurately updated and maintained.

### The Bigger Picture

You will:

- improve the health and wellbeing of WDH tenants;
- identify and harness local, regional and national initiatives such as the connecting care + agenda in Wakefield to deliver new opportunities to our customers;
- work with the Communications Team to produce publicity relating to the programme, especially in respect of good news stories, and circulate to all partner agencies;
- be fully aware of appropriate legislation and statutory requirements;
- deal appropriately with all complaints and representations, in accordance with the organisation's complaints procedure; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

### The Day to Day

You will:

- act as a first point of contact for referrals and enquiries to services within the Wellbeing Team;
- maintain the service referral spreadsheet and manage the waiting list;

- manage client data and information relating to the service, ensuring that performance information is captured, recorded and distributed effectively across the team;
- make contact with people waiting to access services and carryout a basic assessment of need in order to give information about the service or refer to other services and agencies if more appropriate;
- gather information about external services and their referral routes and accessibility. Disseminating this information across the team on a regular basis;
- have the ability to refer to other services, noting the action taken and referral made on the appropriate systems;
- accurately record and update support plans, meeting notes, service user records, reports and other relevant documentation as required;
- provide a management information service by updating statistics and spreadsheets, analysing figures and reporting back as required;
- provide information on Wellbeing Services externally at events and seminars and internally across the organisation by attending team communication meetings and huddles with colleagues to talk about the service;
- have an up to date knowledge of local services in both the statutory and voluntary sector and facilities and other resources within the area;
- follow-up with clients and agencies as appropriate to document use/success of referral;
- have an up to date knowledge of legislation and other relevant information such as Welfare Benefits, Safeguarding, GDPR and Mental Health;
- maintain effective working relationships with internal services and external organisations;
- undertake effective communication at all times, throughout all levels of the organisation and to positively promote the work of WDH and its services;
- maintain appropriate records relating to current caseload in accordance with General Data Protection Regulations; and
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy at all times.

The post may be subject to an application for a Disclosure Barring Service check with WDH.

### Personal Contacts:

**Internal:** Employees at all levels

**External:** Senior managers and officers; statutory, non-statutory agencies including local authorities, health trusts voluntary and private agencies, Government departments or agencies, tenants and residents, tenant and resident organisations.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
<b>Qualifications and Training</b>			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (three or more at grades A-C/9-4), award, certificate or diploma at level 2 or equivalent.	✓		AF/CQ

<b>Determination</b>			
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-oriented culture.	✓		AF/I
Able to solve problems efficiently using own initiative.	✓		AF/I
Good time management and organisational skills.	✓		AF/I
Have effective negotiation and motivation skills.	✓		AF/I
Evidence of achieving performance targets.	✓		AF/I

<b>Nous</b>			
Significant experience of delivering support to vulnerable individuals and families experiencing social inequalities.	✓		AF/I
Experience of managing information and monitoring and evaluating outcomes.	✓		AF/I
Administration experience.	✓		AF/I
To be able to use PC applications including Excel, Word and Outlook.	✓		AF/I
Demonstrate an understanding of data protection.	✓		AF/I
An awareness of financial and ICT systems.	✓		AF/I
Clear verbal and written skills.	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery.		✓	AF/I
Demonstrate an understanding of specific performance indicators in relation to health and wellbeing.		✓	AF/I

<b>Attitude</b>			
Experience of effective communication with stakeholders and managers.	✓		AF/I
To work as part of a multi-disciplinary team.	✓		AF/I

<b>Additional Requirements of the Job</b>			
The post holder may be required to work outside normal office hours on occasion.		✓	I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification