



## Job Description

<b>Job Title:</b>	Wellbeing Caseworker
<b>Grade:</b>	Grade 6
<b>Section:</b>	Care & Health
<b>Reports to:</b>	Wellbeing Team Leader
<b>Responsible for:</b>	None

### The Job

Is to:

- provide support and advice to tenants who would benefit from interventions and support to enable them to overcome barriers and make positive changes to their lives; and
- take responsibility for assessing the needs of individuals referred to the service and creating and managing a support plan and programme of activities that enable them to take crucial steps towards social inclusion.

### The Bigger Picture

You will:

- improve the health and wellbeing of WDH tenants, supporting them to play more active roles within their communities and helping them to sustain their tenancy;
- identify and harness local, regional and national initiatives that deliver new opportunities to support the project;
- 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:

- assess individuals' needs through an initial assessment looking at all aspects of wellbeing including staying safe, being healthy, making positive contributions and enjoying and achieving;

- create support plans for clients that promote choice and wellbeing and clearly outlines objectives and interventions; and have the skills to review and amend the plan as needs change and the case progresses;
- assess individuals following agreed interventions to establish outcomes of support provided;
- ensure that the individual has ownership of the support plan and has a clear understanding of the role they need to take in reaching their desired outcomes set within it, empowering individuals to take control of their situations, promoting their independence;
- support individuals to gain the skills and knowledge to address their barriers by working both one to one with the clients and through a multiagency approach;
- effectively refer clients to appropriate internal services and external organisations, with a view to gaining the best outcome for the client;
- carry out a range of duties during the support period this includes but is not restricted to:-
  - advocacy;
  - liaison with external agencies;
  - mentoring, empowering and building the confidence of tenants;
- have an up to date knowledge of legislation and other relevant information such as Welfare Benefits, Safeguarding and Mental Health;
- carry out risk assessments to ensure any issues of risk or harm are identified and responded to appropriately;
- accurately record and update service user records, reports, support plans, meeting notes and other relevant documentation as required and in line with data protection;
- ensure all statistics and management information requested is supplied accurately and to the specified deadline;
- establish, maintain and develop quality relationships with key health, community and inclusion services;
- have an up to date knowledge of local services in both the statutory and voluntary sector and facilities and other resources within the area;
- be required to work alone within the community using mobile technology and visiting tenants in their homes and within group environments when required;
- work with the area teams to ensure there is an effective co-ordinated wellbeing support service;
- 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 service; and
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy at all times.

This post is 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 3 of the Regulated Qualifications Framework, such as A Levels, award, certificate or diploma at level 3 or equivalent.	✓		AF/CQ

<b>Determination</b>			
Self-motivated and able to respond effectively when under pressure to meet deadlines in a performance-oriented culture.	✓		AF/I
Evidence of the ability to manage a challenging caseload and multiple interventions at any one time.	✓		AF/I
Evidence of achieving performance targets.	✓		AF/I
Have effective negotiation and motivation skills.	✓		AF/I
Excellent time management and organisational skills.	✓		AF/I
Able to solve problems efficiently using own initiative.	✓		AF/I
Able to work in pressurised situations.	✓		AF/I

<b>Nous</b>			
Experience of delivering intensive support to vulnerable individuals and families experiencing social and health inequalities.	✓		AF/I
Awareness of the importance of accurate record keeping and data protection.	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery.	✓		AF/I
Have the skills to work remotely meeting clients in their homes and other community settings.	✓		AF/I
Experience of building relationships with and referring/ signposting to statutory and third sector organisations.	✓		AF/I
Experience of completing risk assessments and staying safe when lone working.	✓		AF/I

An understanding of and the ability to apply the appropriate legislation, policies and procedure specifically relating to health inequalities.	✓		AF/I/R
Knowledge of agencies and organisations that provide assistance to support people to become socially included within communities in which they live.	✓		AF/I
Knowledge of issues affecting vulnerable people, and skills to develop improvements.	✓		AF/I
An understanding of the methods of engaging with stakeholders.	✓		AF/I
An awareness of relevant legislation such as welfare reform, safeguarding and data protection.	✓		AF/I
Clear verbal and written skills.	✓		AF/I
Decisive, analytical and interpretation skills.	✓		AF/I
To be able to confidently use PC applications including Word, Excel and Outlook.	✓		AF/I
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 must hold a valid, UK driving licence and have daily access to a vehicle to travel throughout the district.	✓		AF/CQ
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