



Hillingdon Wellbeing Service

Wellbeing Support Advisor

Job Description

Salary:	£ 23,000 - 25,500 (depending on experience) plus contributory pension
Hours:	35 hours per week
Responsible to:	Wellbeing Service Manager/Wellbeing Team Lead
Accountable to:	CCT team leader (for operational day to day management)
Employed by:	H4All Member organisation (seconded to H4All)
Based:	Assigned Neighbourhood team in Hillingdon

Main purpose of the role:

The post holder will be an integral member of the new expanded H4All Wellbeing Service Neighbourhood Teams that will deliver a range of health, wellbeing and social prescription services to people most at risk of developing escalating care needs who are aged 18 and over, registered with a Hillingdon GP and resident in the London borough of Hillingdon.

To help embed and deliver the expanded Care Connection Team model of population-based care which has an emphasis on prevention, supporting the 2% of the adult population most at risk of non-elective episodes/admissions.

Manage a caseload of clients through assessment, support planning, interventions and onward-referral and seek to appropriately reduce the number of: emergency admissions to hospital, A&E visits, ambulance calls and unscheduled care interactions for them.

In addition, the post holder will contribute to activities to develop the service and will participate in support, supervision and training as required.

The role is a non-clinical role.

Post Summary

Operation and development of the service:

- 1.0 To receive referrals of people who meet the service criteria
- 2.0 To work inclusively with other members of the new Neighbourhood based Care Connection Teams (CCT) including GP's, Guided Care Matrons, Nurses and Care Coordinators
- 3.0 To manage and engage a caseload of 'Active Case Management' clients with a range of support needs including (but not limited to) long term health conditions, social isolation/loneliness; within agreed service guidelines. Active case management involves early identification of patients with one or more long term conditions whose condition is at risk of becoming unstable or whose needs have escalated. It may also be relevant for people who have been discharged from hospital
- 4.0 To undertake client assessments, including visiting clients in their home environment and in community settings
- 5.0 To provide these clients with alternative solutions (social prescriptions) to avoid/reduce the need for unscheduled/unnecessary care interactions with Emergency Health services in Hillingdon
- 6.0 To provide a holistic and client centred model of support that is appropriate to the needs of the client
- 7.0 To use the Patient Activation Measure (PAM) assessment tool to ensure that any interventions are tailored appropriately to the clients' level of 'activation' in relation to managing their own health and wellbeing needs
- 8.0 To assist in the formulation of user-led co-produced Self-Management Plans for clients engaged with the service
- 9.0 To refer people to the appropriate services to improve wellbeing including (but not limited to) advice services, respite, groups, educational/training programmes, following assessment of their needs
- 10.0 Advocate for the client, and provide a 'joined-up' approach to services, guiding them through health, social care and third sector services
- 11.0 To liaise with health professionals to identify and outreach to potential clients as per the service specification
- 12.0 To assist with the preparation and dissemination of information and promotional material to maximise awareness of the service
- 13.0 To promote the service within relevant agencies and communities within Hillingdon, and to maintain good working relationships with health, statutory and other voluntary organisations
- 14.0 To work with the H4All team and other appropriate partners to identify culturally specific support, for example within: BME and refugee communities; diverse faith and cultural groups; LGBTQ communities, and traveller communities

- 15.0 To contribute to the review and implementation of operational policies and procedures in relation to the service

Record keeping and monitoring:

- 16.0 To maintain accurate and up to date records of activity and client profiles in agreed formats and database systems in compliance with H4All and HHCP Information Governance protocols
- 17.0 To maintain and develop service monitoring and evaluation records, and in particular evaluations of the impact of the support provided through the service

Service user engagement:

- 18.0 To participate in activities that ensure that local residents are engaged as fully as possible in the development, design, delivery, and evaluation of H4All services
- 19.0 To assist in eliciting, and keeping records of, the views of participants and stakeholders regarding the effectiveness and quality of the support they have received from the service
- 20.0 To support and promote H4All's policies and procedures in relation to peer support and service user participation

Learning and development:

- 21.0 To maintain a personal comprehensive knowledge of the range of support services available through the H4All partners, and the wider Hillingdon voluntary and community sector
- 22.0 To contribute to the knowledge, understanding, and reflective practice of the H4All Wellbeing Service team and Care Connection Teams
- 23.0 To be pro-active in recognising, and taking responsibility for, personal professional learning and development
- 24.0 To participate in learning and development opportunities as required, following assessment of personal and professional development needs

General:

- 25.0 To participate fully in regular one-to-one supervision sessions with the designated Line Manager, and in an annual performance appraisal

- 26.0 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal
- 27.0 To attend team meetings, away days and other similar events
- 28.0 To ensure all activities are carried out in harmony with H4All's vision and within the spirit of its equal opportunities policy and to abide by the policies of H4All
- 29.0 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, data recording, e-mailing and internet research
- 30.0 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way
- 31.0 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area
- 32.0 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavor of the nature and scope of this post. However, they do not represent an exhaustive list of all the duties required