

**Age UK Leeds**

**Job Description**

**Job Title: Wellbeing Coordinator (SWIFt)**

**Accountable to: Independence at Home Manager**

**Hours: 21 hours**

**Salary: Scale 5 £21,589 - £24,313 pro rata**

**Funded: Until 30th September 2021**

# Job Purpose

As a Wellbeing Coordinator you will be part of the City-wide service SWIFt, supporting older people aged 50+ who are living with frailty with complex health issues including severe mental health who are often socially isolated.

All elements of the service will prioritise older people who are living without significant support in order to improve their wellbeing and independence.

You will create action plans with older people which will promote choice, respect individuality and encourage self-determination.

You will have the ability to build trusting working relationships whilst motivating older people to make sustained changes, working in a sensitive manner and overcoming barriers to access.

As well as having a person-centred approach you will be expected to build and develop relationships with a wide range of services and activities in order to address social and health care needs, supporting older people to participate and benefit from community- based activities.

**Main Duties and Responsibilities**

* To complete comprehensive and holistic assessments of need for those referred to the service within agreed timeframes.
* To triage referrals and signpost to specialist support quickly where necessary.
* To process referrals, deal with general queries and contribute to the overall smooth running of the service.
* To work with older people with frailty, complex needs and severe mental health issues, facilitate access to recommended community-based interventions and programmes of activity that benefit mental health and wellbeing.
* To use a range of techniques and interventions to support individuals, including those with frailty, complex needs and severe mental health issues, to self-manage their health and encourage behavioural and lifestyle change.
* To identify older people who would benefit from a befriender and work in collaboration with internal befriending staff, focussing on meaningful activity, one to one support and telephone befriending.
* To build networks with local community resources such as services and activities that could have an impact on health and wellbeing and support the delivery of Asset-Based Community Development (ABCD).
* To develop multi-agency working across communities, voluntary and statutory organisations to improve health and wellbeing.
* To develop an awareness of local and national developments and best practice in this area of work and to attend relevant conferences, meetings and training events as require; including supporting local SWIFt partners where appropriate.
* To forge strong links and pathways with statutory and local voluntary services including mental health provision.
* To work closely with stakeholders, reviewing pathways in conjunction with the Manager to ensure that provision is of a consistently high quality.
* To monitor and record outcomes of all those accessing the service through the use of recognised assessment tools and outcome measures.
* To gather and collate statistical and other information and data as required, to report on activity and outcomes and ensure effective qualitative and quantitative monitoring and evaluation of the service.
* To ensure that client records and other information systems are completed accurately and within agreed timescales.
* To ensure that support undertaken is meaningful, respectful, promotes self-determination and is in line with the older persons action plan.
* To attend and participate in regular team meetings, case management meetings, and organisational meetings.
* To participate in regular supervision and personal development plans.
* To contribute to the achievement of annually set individual and team targets.
* To adhere to organisational policies and procedures relating to risk and personal safety.
* To represent the organisation in a knowledgeable and professional manner at all times.
* To maintain appropriate professional boundaries at all times.
* To identify own training and development needs in conjunction with your Manager and participate in training opportunities as directed.
* To refer all safeguarding issues to the organisation’s Safeguarding Lead.

* To work in accordance with health and safety at work practices at all times.
* To support AUKL’s approach to a broad, visible diversity and equality agenda and to ensure that all of Age UK Leeds services take account of the needs of the whole community.
* To maintain awareness of other AUKL services and activities.

***No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as may be required from time to time and which are broadly consistent with the job description and status of the post within the organisation***