

**Age UK Leeds**

**Person Specification**

**SWIFt - Wellbeing Coordinator**

Age UK Leeds aim to provide high quality services adhering to principles of best practice, promoting equal opportunities and working positively with diversity. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

We expect all employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation.

**Knowledge & Skills**

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| **Essential:** | **Desirable:** |
| Knowledge of a range of community groups and services which support wellbeing in older people including those with frailty, complex health needs and severe mental health issues | Knowledge of a range of interventions which support behavioural change e.g. Motivational Interviewing |
| Excellent verbal communication skills with the ability to communicate effectively at all levels | Undertaken Mental Health training |
| Good technical literacy of Microsoft Applications e.g. Word, Excel, and Access etc. | Mental Health First Aid (MHFA) trained |
| Good interpersonal skills including listening and displaying empathy | Language skills e.g. Urdu, Polish, BSL, etc |
| Creative, flexible and imaginative approach to working with older people with frailty and severe mental health issues |  |
| Understanding of the issues, needs of and barriers older people with complex issues face to accessing services and how to overcome them |  |
| Ability to support and motivate older people to make sustained changes in their lives |  |
| Ability to reflect on and share practice with peers |  |
| To assist with the induction and training of new workers and students |  |
| Have access and willingness to use a car, together with being in possession of a full current driving license and business insurance |  |
| Knowledge of Safeguarding |  |
| Any other duties commensurate with the grade and level of responsibility of this post |  |

**Experience**

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| **Essential:** | **Desirable** |
| Experience of working with older people who are frail and/or socially isolated with complex physical health needs and severe mental health issues | Experience of using assessment tools such as WEMWBS,EQ5D, UCLA Loneliness scale. |
| Experience of assessing the practical, social and emotional needs of older people and assisting them to access appropriate support | Experience of working with Client Management Systems such as Charitylog, PARIS, P-MIS, RIO etc. |
| Experience of multi-agency working and signposting to appropriate support |  |
| Demonstrable experience of effective planning and organisational skills to deliver targets to deadlines |  |

**Approach**

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| **Essential:** |
| Demonstrate a commitment and enthusiasm for working with our client group |
| Demonstrate understanding and commitment to equal opportunities and diversity |
| Demonstrate commitment to combatting disadvantage and inequality in health provision |
| Demonstrate a commitment to enabling and empowering older people to become actively involved in the organisation |
| Able to build and maintain relationships whilst maintaining appropriate professional boundaries |
| Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload |