

# Job pack

## Health & Wellbeing Co-ordinator



## Job Summary – Health & Wellbeing Co-ordinator

### About the role

The Living Well service is Age UK Merton's (AUKM) flagship wellbeing programme. We have developed the service over the last six years to provide genuine, high- impact, person-centred assessment and action planning with older people to help them improve their overall health and wellbeing. The Health and Wellbeing coordinators work collaboratively to identify solutions to help clients access high-quality information and advice, practical support to stay independent, to improve their social connections and keep active. In 2024/25 the service worked with over 872 older adults in Merton resulting in 63% feeling safer and more independent, 45% improving managing their money and 49% staying active and healthy.

The Living Well service is part of the Community Support Service, which provides a seamless journey for clients from the point of triage, to meaningful support via Information and Advice and Living Well, the wider AUKM services and signposting & referrals to external support. The Community Support Model promotes collaborative working internally between teams, fostering effective communication and teamwork among staff. The post holder will attend regular Community Support Service team meetings and carry out joint home visits, where necessary, to achieve more impactful outcomes for clients. The post holder will actively highlight the Community Support service during talks, presentations, and external meetings to promote and recommend the model.

The post holder will work closely with partners across the health and care systems including hot desking at Merton Adult Social Care and taking part in multi-disciplinary health and social care meetings to ensure referrals are connected to the appropriate services. The post holders will record and track client action plans using our impact measurement tools and monitoring outcomes to allow Age UK Merton to successfully evaluate the Living Well service.

### About you

You are naturally empathetic and positive by nature. You are capable to forge supportive and respectful relationships with clients across varied and underrepresented groups. You are confident and capable of creating an environment and situations where older people are encouraged to express their needs. You will be motivated by finding personalised support solutions for each client to improve their health and wellbeing. Above all, you thrive in an environment driven by values, where you can use your interpersonal and relationship building skills to engage others with energy and credibility both individually and as part of a team.

You are flexible, reliable and proactive in getting out in the community and forging long-lasting relationships with health and social care partners. You are a self-starter who goes above and beyond to promote Living Well services, using your initiative and positive can-do attitude to gain traction and trust with underrepresented communities in the borough of Merton.

Due to the confidentiality and sensitivity of data and client information, you will have a high attention to detail and will be accurate in your written communication, with a focus on discretion and boundaries in the fulfilment of your role.

# Job Description

Age UK Merton is committed to being an equal-opportunity employer that reflects the diverse communities we serve. We welcome applicants from all backgrounds and experiences-diversity enriches the care we provide to older adults, and it strengthens us as colleagues. Embracing varied perspectives encourages us to think critically, grow continuously, innovate, and adapt together.

**Job title:** Health & Wellbeing Co-ordinator

**Salary:** £30,090 - £32,130

**Hours:** 37.5 per week

**Responsible to:** Living Well Manager

**Based at:** Elmwood Centre, 277 London Road, Mitcham, CR4 3NT

The role will be part-office, part-home based with regular travel in Merton for home visits-

## **Desirable Requirements:**

**UK driving licence and access to own car preferable. The role requires frequent travel within Merton and visits to statutory and voluntary services across the borough.**

## **Key result areas:**

### **Referrals and assessment**

- Triage and co-ordinate client referrals from a range of sources, primarily health and care, in conjunction with the Living Well Manager. These can be for the Living Well service alone, or for “Living Well Plus” where additional support is given to those clients who may require hoarding or de-cluttering support
- Communicate with referral partners to understand the trigger for referral and liaise with clients to build trust and encourage initial assessment
- Work closely with Adult Social Care, regularly hot desking at Merton Civic centre and joining GP surgery Multi-disciplinary meetings to accumulate more referrals and build professional relationships
- Actively engage in taking part in community events and meetings to promote the Living Well service and increase referrals/referral pathways
- Hold ‘guided conversations’ to assess clients’ needs and home risk, these will be conducted on telephone and through home visits

### **Action planning and support provision**

- Create person-centred action plans to enable clients to set realistic goals to improve their overall health and wellbeing.
- Connect individuals to support services catered to their needs at both Age UK Merton and external partners
- Provide ongoing support and co-ordination for clients to ensure that action plans are progressing, including regular liaison with partners across health, care and voluntary sector to achieve successful client outcomes

- Work with partners across health, care and voluntary sectors to build strong understanding of the service offer for older adults in the London Borough of Merton.
- Receive and respond to enquiries related to the programme by phone, in person and by e-mail
- Work closely within Community Support Service, carrying out joint home visits with appropriate staff to ensure better outcomes for clients as well as ensure streamlined/triaged support.

### General

- Record information on the CRM database, Charity Log, including service monitoring data and provide accurate and timely monitoring reports as required for funders
- Engage in exporting personal monthly KPIs as required by the Living Well Manager
- Cover the Community Navigator Role when needed with the Community Support service team on a rota basis
- Create two Case Studies quarterly, reflecting on successful outcomes for clients
- Carry out reviews with clients to capture the client's journey from assessment to closing the case; showcasing how the client has improved their health and wellbeing outcomes
- Understand the process for raising safeguarding concerns and the route of accountability
- Comply at all times with the policies and procedures of Age UK Merton
- Ensure that Age UK Merton's Equal Opportunities policies, principles and practices are observed and implemented throughout service delivery
- Attend staff meetings, personal supervision and appraisal meetings
- Be aware of own training needs and participate in training/education to improve performance considered relevant to the post and to achieve agreed targets
- Act as a representative of the values, beliefs and principles of AUKM at all times
- Undertake any other duties that are requested and commensurate with the grade and remit of the post

	<b>Job title:</b> Health and Wellbeing Co-ordinator	<b>Criteria</b>
	<b>Education and Training</b>	
1	Good standard of education including English and Maths and willingness to undertake training and continuing professional development	Essential
	<b>Experience</b>	
2	At least two years' experience of working in a similar position – providing information, advice and/or wellbeing support for older people or people with disabilities or long-term conditions in the community	Desirable
3	Experience of working in a community setting, with a range of health, social care, and community partners/ groups	Essential
4	Experience of working with older people and their carers	Desirable
5	Experience of making onward referrals and coordinating service interventions for vulnerable people	Desirable
6	Experience of working with other professionals within health, care and voluntary sector	Desirable
7	Experience of working in a multi-disciplinary team environment	Essential
8	Administrative experience, including record keeping and writing reports	Desirable

	<b>Knowledge and skills</b>	
9	Strong interpersonal skills - able to communicate well with clinical practitioners and senior management to staff peers and volunteers	Essential
10	Friendly and approachable personality, able to build trust with older people	Essential
11	Ability to work in a target driven environment	Desirable
12	Ability to undertake client assessments and set realistic goals	Desirable
13	Strong problem-solving skills and ability to identify person-centred solutions	Essential
14	Ability to proficiently use industry standard IT systems (e.g. Microsoft Office, Email, Internet, etc.) to an intermediate level	Essential
15	Great organisational skills, able to manage a diary, set actions and keep on top of a busy workload	Essential
16	Ability to work without direct supervision and demonstrate initiative	Essential
	<b>Other requirements</b>	
16	Ability to demonstrate personal/ professional empathy with, and commitment to Age UK Merton's mission, vision and values as they apply to the role/ work	Essential
17	To be committed to the principles of equality, diversity and inclusion	Essential
18	An enhanced DBS check will be required as part of this role	Essential

## General information about Age UK Merton

Age UK Merton is an independent charity operating within the national Age UK network to provide services for older adults in the London Borough of Merton. Our role is to ensure that older adults can easily access the support, services and care they need as they get older.

### Our priorities

We are passionate about making a difference to the lives of older people in Merton. Our Strategic Plan outlines our three key priorities to improve health and wellbeing by:

1. Providing high quality advice and practical support
2. Building social connection
3. Creating opportunities for lifelong active ageing

### Our vision

*Supporting our community with opportunities to love later life*

### Our mission

*To provide quality advice and services that meet the needs of older adults in Merton*

### Our values

We want to be known for:

**Inclusivity** – a safe, inclusive place to be for all clients, volunteers and staff

**Collaboration** – Working with partners across sectors to get the best outcomes for Merton's older adults

**Integrity** – Robust privacy and confidentiality procedures - trusted staff and volunteers

**Kindness** – A supportive, empathic place to work, volunteer or receive support

**Quality** – Providing accredited, person-centred services, respected throughout the borough