

Job Title:	Wellbeing Advisor
Reports to (job title):	Access to Services Manager
Line Manager to:	Not applicable.

**Location:** Unit 2, The office Village, Roman Way, Bath Business Park, Peasedown St John, BA2 8SQ and remote working where appropriate.

## Job purpose

To work within the Wellbeing Service Community Wellbeing Hub, which consists of a team of wellbeing advisors / administrators who are responsible for supporting people who access the Wellbeing Service to improve their health and wellbeing e.g. stopping smoking, healthier weight, diabetes education, physical activity, housing, welfare, food etc. This involves prioritising a complex workload for self and others and ensuring excellent customer service.

- The Community Wellbeing advisor role is expected to make a significant and positive contribution to the delivery of excellent customer service to all service users, internal and external, in order to achieve a high level of customer satisfaction.
- The post holder will be required to respond to enquiries through multiple channels of access (telephone and email) from the general public, health care professionals and other referring agents seeking advice and information about services/organisations available to support people to live in the community.
- The post holder is responsible for resolving a high level of calls at the initial point of contact, ensuring that customer service requests are dealt with effectively, that the issue is resolved and that the customer has received a positive impression of the organisation.
- The Community Wellbeing Hub's function is the main access contact point for referrals and enquiries to Community Wellbeing Service (CWH) and responsible for providing a comprehensive service triaging calls to both our CWH partner organisations and for referrals and enquiries for social care support.
- Referrals arrive via colleagues, other professionals, members of the public, neighbours, family members, Service Users themselves and others.

## Key responsibilities

- To receive, manage and prioritise referrals and administrative tasks for the Wellbeing Service.
- Maintain excellent record keeping using a variety of systems in line with local policies, guidelines and procedures.
- To ensure that appropriate pathways are followed so that service users receive access to their chosen service.
- To ensure data is collected and entered accurately onto the required systems to meet reporting deadlines and contractual reporting requirements.
- To provide consistent high-quality responsive customer service to all enquiries into the Community Wellbeing Hub.
- To deal fully with enquiries and to resolve them where possible.
- To take referrals by gathering recording and collating the information offered by the enquirer
- To record necessary information electronically and to input directly onto the relevant record system.
- To take accurate information and to pass such information to our partner organisation and colleagues where required
- To have an awareness of presenting problems and the ability to respond appropriately

## Communication

- Work effectively as a team member, supporting and communicating with other professional colleagues and team colleagues.
  - Use effective communication skills to holistically assess a persons' needs and determine relevant cultural, social, economic factors (wider determinants of health) in a respectful and non-judgement manner.
  - Provide a professional, courteous and efficient telephone service consistent with HCRG Care Group organisational standards for people seeking assistance from the service, managing calls in a professional and reassuring manner at all times.
  - Utilise active listening and probing and facilitative skills across a diverse range of calls, some of which may be highly challenging due to emotive circumstances.

## Organisational Development Training

- Contribute to the training and induction of other staff where required
- Take responsibility for own training and professional development
- Attend statutory, mandatory and any other relevant training courses/updates
- Ability to demonstrate initiative and prioritise workload under pressure

## Personal Specification

### Essential:

- Excellent customer service skills
- Demonstrate an ability to work as part of a team
- Excellent communication skills
- A confident personable manner

### Desirable:

- GCSE/O level equivalent in English
- A formal Social Care or Health Care qualification

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire
- Understand
- Communicate

### Think

- Challenge
- Improve
- Learn

### Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation.

This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

# Job Description

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.



# Job Description

Employee signature

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Manager signature

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