

Role Profile

Job Title:	Prevention & Wellbeing Coordinator
Term:	Fixed term 1 year (possible 1 year extension)
Location:	Colindale – Community locations in Barnet
Department:	Prevention & Wellbeing
Directorate:	Communities, Adults & Health
Grade:	Grade G
Type of Working:	<i>Hybrid working</i>
Reports to:	Prevention and Wellbeing Service Manager

1. Job Purpose:

- Establish and develop key working relationships and engagement across a range of sectors and communities. Promote the principle of shared responsibility in the development and delivery of initiatives that improve health and wellbeing of Barnet residents, between individuals, families, community partners and voluntary and statutory bodies.
- Build partnerships with communities, agencies and services to develop and increase their capacity to include and meet the needs of people with disabilities, mental health illness, sensory impairments, older people and their families.
- Develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities.
- Develop partnerships with individuals, families, local organisations and the broader community to promote more opportunities for contribution and build a more inclusive community.
- Work with people, of all ages with disabilities, long term illnesses, mental health illness, sensory impairments, older people and their families with the aim of improving the health and wellbeing of individuals and communities, helping to reduce demand on adult social care and preventing people from reaching crisis and their needs from escalating.
- Support a culture of positive risk taking, making fine judgements about risk and daring to work creatively and innovatively.
- Support individuals and their families to contribute in the ongoing development of coordination in Barnet, including the monitoring of service quality and outcomes.
- Work with key stakeholders including colleagues across the council, health, multi-sector agencies, community and voluntary sector, private and independent sectors and community and family groups to actively ensure that they contribute to the ongoing development coordination in Barnet, including the monitoring of service quality and outcomes.
- Under the direction of the Service Manager operate as part of the wider Team and support the development and day to day operation of the Adults and Health co-ordination model, modelling best practice and promoting the highest professional standard.
- To organise and maintain administrative records and contribute to the effective operation of team in Barnet and its on-going development.

2. Role Specific Responsibilities

Responsible for delivering an integrated, evidence-based approach to supporting people with established health and social care needs or escalating needs and their families to achieve improved outcomes.

To build strong partnerships with communities, agencies and services to develop and increase their capacity to include and meet the needs of people with disabilities, mental health illnesses, sensory impairments, older people and their families.

To work with key stakeholders including colleagues across the council, health, multi-sector agencies, community and voluntary sector, private and independent sectors and community and family groups to actively ensure that they contribute to the ongoing coordination in Barnet, including the monitoring of service quality and outcomes.

Working closely and collaboratively with colleagues, partner organisations, and community groups, develop a portfolio of preventative community-based initiatives, interventions, strategies and programmes to reduce inequalities and improve health and wellbeing, with the aim of keeping more Barnet residents living healthily and independently, for longer.

To develop a sound understanding of the key issues for adults with either established health and social care needs or escalating needs and their families in the local area to inform planning and policy development.

To get to know, build and maintain effective working relationships with individuals, their families, and communities in a local area that have been referred into the service.

To work with adults referred into the service to clarify their goals, strengths and needs and where appropriate develop a plan and pursue their life goals.

To support and promote opportunities for involvement and participation of people who may be in contact with adult social care due to disability, age, long term illnesses, sensory impairment or mental health needs in a variety of ways including within community groups, cross-Council initiatives and in influencing policy and decision-making at a variety of levels.

To support access to accurate, timely and relevant information and assist individuals, families and communities to access information through a variety of means.

To assist individuals and families to develop and utilise personal and local community networks and resources to develop practical solutions to meet their goals and needs.

To ensure proper records are maintained for all eligible adults using the Prevention and Wellbeing Coordination service through use of an endorsed data system, providing information and data for reporting purposes and responds to requests for information

To take delegated responsibility for specific projects, developments and initiatives.

To participate in supervision and performance development process and undertake training and development related to the position.

Identify gaps in service provision / policy issues and make recommendations to resolve these.

Establish and develop key working relationships and engagement across a range of sectors and all communities. Promote the principle of shared responsibility in the development and delivery of initiatives that improve health and wellbeing of Barnet residents, between individuals, families, community partners and voluntary and statutory bodies.

Take responsibility for promoting and safeguarding the welfare of people who come into contact with the service, in full compliance with Barnet / Pan London procedures.

Ensure relevant risks are appropriately identified, recorded and managed in a consistent and planned fashion in accordance with service practice and standards.

Support the delivery of a high performing, productive, quality service that is cost effective and integrated between social care and health with an increased focus on personalisation and self-directed support.

Facilitate and support workshops, seminars, local stakeholder and multi-agency group meetings as appropriate, to provide opportunities for stakeholders across all sectors to share good practice, develop new initiatives and learn from evidence of effectiveness.

Support the Prevention and Wellbeing Service Manager in reviewing evidence of effective interventions in order that this can inform and update current practice.

Key accountabilities

- Contribute to the service plans ensuring that it reflect service priorities and corporate objectives.
- Assist individuals and families to develop and utilise personal and local community networks to develop practical solutions to meet their objectives.
- Build partnerships with other agencies to foster understanding, access resources and create a wide spectrum of opportunities for people with established health and social care needs or escalating needs, and their families.
- Support and promote opportunities for the involvement and participation of adults with established health and social care needs or escalating needs and their families in a range of ways including within community groups, and to ensure that people are enabled to influence policy and decision-making at a range of levels.
- Assist individuals and families to access, navigate, coordinate and control the support and resources they need to pursue their goals and needs.
- Build effective partnerships and working relationships with community and statutory services. This will include working in multi-disciplinary settings, preparing appropriate reports and presentations and contributing to the development of appropriate initiatives and effective policy and practice.
- Develop and maintain a clear understanding of local community strengths, resources, connections, gaps and opportunities.
- Develop partnerships to promote opportunities to build more inclusive communities.
- Gather and analyse data to support their own, the Council's and partnership organisations' development of a sound understanding of the key issues in the local area. In order to advise and inform planning and policy development.
- Responsible for maintaining the different databases/ tools available in regard to opportunities available in the community. This involves detailed research and networking into the statutory, voluntary and commercial sector. It includes specific searches for resources which are targeted at minority and under-represented groups.
- Promote information about current opportunities for community participation to service users. Material will be presented to the public and staff in an attractive and accessible manner.
- Demonstrate good communication skills with users, staff and agencies in the community and an ability to work across agencies that may have different aims and value systems. To ensure that ongoing support is available for adults with established health and social care need(s) or escalating needs and their families and community organisations.
- Utilise a thorough knowledge of how to become involved in community groups and how relationships are built and maintained. In consultation with others at the placement site and elsewhere, to review the progress that service users make in the placement environment.
- Work as part of the team and be creative, flexible, innovative, and supportive.
- Work flexible hours in order to achieve the Team's objectives.

- Support people to access accurate, timely and relevant information and assist individuals, families and communities to access information through a variety of means.
- Anticipate and manage trends and changes in the operating environment and plan to meet these changes in order to provide best value for adults using the service.
- Supporting the development of Prevention and Wellbeing Coordination plan and ongoing operational plan for the area.
- Build and develop partnerships and promote/ maintain positive working relationships with individuals and families, stakeholders across the council, other statutory agencies and the voluntary community sector across Barnet
- Work with and challenge other service areas including health services and the voluntary community sector to ensure maximum opportunities for inclusion of citizens with disabilities, mental health illness, sensory impairments, physical disabilities, older people and carers.
- Support the delivery of high quality performance and provide value for money with minimum risk. Deliver an outcome-orientated service that maximises productivity and throughput to make best use of finite resources
- Ensure that outstanding customer service is being delivered on a day to day basis in line with corporate and service standards.
- The role will involve lone working, visiting people in a range of settings such as at their home, community and service settings to support them to identify their own strengths, connections, needs, plans and actions for the future.
- The role will require a high level of decision making, creativity and ability to prioritise competing issues and demands.

The role will involve isolated working outside core hours and / or mobile working.

3. Financial Responsibilities

None.

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values: Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Relevant qualification in Community Development, Education, Health or Social Care - degree level / equivalent	Desirable	Application
Experience & Knowledge		
Knowledge of community resources with the ability to build and maintain good relationships and links.	Essential	Interview
Passion and interest in working to promote independence and wellbeing	Essential	Application & Interview
Insight into difficulties that can be faced by people with escalating or established needs and their families in the wider community.	Essential	Application
Knowledge of the local and national policy across services for people with disabilities and their carers.	Essential	Application & Interview
Experience and understanding of delivering high quality and cost-effective service	Desirable	Application
Experience of operating effectively in an environment delivering services to adults with health/social care needs	Desirable	Application & Interview
Proven ability to apply an individualised, outcome-based approach to service delivery	Desirable	Application & Interview
Experience and knowledge of working in a service that supports the promotion of health and social wellbeing within organisations, communities or with individuals	Desirable	Application & Interview
Understanding of policies, processes, legislation, and best practice relating health and wellbeing prevention service	Desirable	Application & Interview
Knowledge and understanding of health and social wellbeing improvement and the benefits of effective policies and programmes	Desirable	Application & Interview
Proven experience of working in diverse communities in a community development context	Desirable	Application & Interview
Experience in community development and new initiatives based upon localised need (gap analysis/ needs analysis)	Desirable	Application & Interview
Knowledge of community and voluntary organisations	Desirable	Interview
Skill & Ability		
Able to manage a variety of tasks and competing priorities	Essential	Interview
Ability to manage time and work independently	Essential	Interview
Good communication and negotiation skills to build and nurture relationships at a personal and community level	Essential	Interview
Good organisation skills	Essential	Application
To be able to demonstrate knowledge of a wide range of opportunities in the immediate and wider communities.	Essential	Application & Interview
To compile and maintain a database working with the statutory, voluntary and community sector.	Essential	Application
To facilitate, plan and co-ordinate support with individual social inclusion plans, involving individual or group work	Essential	Application & Interview
Competent use of standard programmes such as Word, Excel, PowerPoint and Teams	Essential	Application & Interview
Ability to record and present complex issues in a clear and concise manner both verbally and written	Essential	Application & Interview
Proven competency to handle confidential / sensitive personal information in an appropriate and secure manner in accordance with Data Protection and Caldicott principles	Essential	Interview
Able to influence change at the individual, family, community and systems levels	Essential	Application & Interview

Excellent communication, influencing and negotiation skills to build and nurture relationships and partnership	Essential	Application & Interview
Committed to applying a strengths based approach to delivering work particularly in the context of working directly with individuals and ensuring fairness and equity in our communities	Essential	Application & Interview
Working with autonomy, analysing and reaching creative solutions.	Desirable	Interview
Ability to communicate potentially complex issues in an effectively and clearly using easy read formats where required	Essential	Interview
Proven ability to develop and maintain effective professional working relationships and networks with stakeholders and use these to improve the effectiveness of the service	Essential	Application & Interview
Ability to advise, persuade and influence stakeholders in a professional and effective manner	Desirable	Application & Interview
Proven ability to ensure a high standard of customer care is embedded within the day to day work	Essential	Application & Interview
Ability to lead stakeholder meetings	Desirable	Application & Interview
Proven record of delivering logical and effective decision making, high quality accurate work and throughput focusing on outcomes	Desirable	Application & Interview
Commitment to ensure there is a culture of continuous improvement and embracing change	Essential	Application & Interview
Sound understanding of the principles of safeguarding, the pan London protocol and Barnet practice, with a record of and commitment to improving the welfare of adults at risk	Desirable	Application & Interview
Ability to work effectively and collaboratively as part of a wider, multidisciplinary team to deliver to common objectives.	Essential	Application & Interview
Actively contributes to the open and interdependent, dynamic and achievement orientated culture	Essential	Application & Interview
Ability to provide accurate guidance and information	Desirable	Application
Willingness to develop skills and access training.	Desirable	Application
Ability to work flexibly to meet the needs of the service including working evenings if required.	Desirable	Application
Able to travel throughout the borough	Essential	Application & Interview
Values & Behaviours		
Caring		
I work effectively, flexibly and constructively with colleagues in a team where team members work positively to a shared goal	Essential	Application & Interview
Learning to Improve		
I will be innovative and enthusiastic within developing this role.	Desirable	Interview
I will manage and support positive change in a developing service.	Essential	Interview
Inclusive		
I am able to identify opportunities and gaps in local communities and I work to develop more welcoming and inclusive communities	Desirable	Application & Interview
I am committed to embracing the principles of equality in service delivery	Essential	Application & Interview
I am committed to enhancing the lives of all people and to fairness and equity in our communities.	Essential	Application & Interview
Collaborative		
I quickly establish strong working relationships and networks with partners and embrace partnership working	Desirable	Application
I recognise the importance of active partnership working and embrace this to deliver effective and efficient services	Desirable	Application