

## Job Description and Person Specification Profile

<b>Job Title</b>	Wellbeing Advisor
<b>Job ID</b>	J23A
<b>Service</b>	Mental Health, Learning Disabilities, Autism & Mental Health
<b>Grade</b>	E
<b>Reporting to</b>	Assistant Team Manager

### **The Role**

To work as part of a multi-disciplinary Adult Social Care Mental Health Team providing socially inclusive mental health services to individuals with mental illness. To support social workers with a specific remit of engaging individuals working towards personal goals and improving and maintaining good physical health.

#### **Main Duties and Responsibilities include:**

*This list is not exhaustive, and is an indicator of the key duties and responsibilities that the post holder will have, as opposed to a task list.*

- To provide high quality information and advice on services to support adults with mental health needs which maximises wellbeing and independence
- To ensure that the physical and emotional needs of the people you support are met
- To occasionally work outside flexible hours (for which time in lieu will be given) where this is necessary to meet the needs of Users and/or their Carers
- To attend regular supervision sessions with line manager in with Social Care policy and procedure
- Run and participate in groups to promote social inclusion and physical wellbeing
- To attend internal and/or external training sessions and meetings to learn and update on all relevant aspects of procedures, policy and systems including those of outside agencies
- To undertake any such other duties as may reasonably fall within the remit of the post and, are commensurate with the level of responsibility
- To maintain accurate and up to date records, including medicine administration and financial transaction records
- To manage allocated case load and ensure cases are managed within service specific timescales including monitoring, reassessment and closing cases.
- To highlight any physical health concerns to GP and Consultant Psychiatrist.
- To refer clients for appropriate interventions and offer health advice
- To assist social workers in assessing, planning, implementing and evaluating individual care plans
- To support service users in engaging positively and actively with appropriate services and resources such as benefits, employment, housing and substance misuse services.
- Promote independent living of service users within the community through help, advice, practical and emotional support
- To contribute to and follow mental capacity assessments, best interest decisions safeguarding guidance and the mental health act
- To communicate effectively with the people you support, parents, carers and professionals
- To be an effective team member whilst also being able to work using your initiative
- To maintain confidentiality and follow data protection law

- To report accidents, near misses and violent incidents, and to complete the relevant paperwork

The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder may be required to carry out any other duties appropriate to the grading of the post

## About You

### Your essential qualifications

- A good all round education
- An ability to fulfil all spoken aspects of the role with confidence through the medium of English

### Your essential skills, knowledge and experience

**Interpersonal Sensitivity** – Show consideration, concern, and respect of other people's feelings. Demonstrate an interest in other people's beliefs. Be empathic to, and tolerant of, other people's viewpoints. You will:

- Support people to feel secure and confident in themselves
- Establish relationships with antagonistic people
- Encourage people to develop within their own aspirations and be aware of their right to make decisions, both wise and unwise
- Recognise and remove people from abusive situations or behaviours

**Assisting and Caring** – Provide support and take responsibility of assisting people with their physical health, and welfare and prompt good personal care. You will:

- Undertake physical tasks

**Communication** – Communicate clearly, fluently and concisely through the medium of English. Listen, observe, and respond to verbal and non-verbal communication of the people you support. You will:

- Talk at a suitable pace, level and volume
- Speak in a clear and articulate manner
- Verbally brief the people you support and their carers; your colleagues and managers
- Complete relevant documentation in a way that is legible
- Use various types of communication aids to ensure positive and effective conversations
- Ensure that new ways of successfully communicating with the people you support is documented

**Person Centred Support** – Put the person at the centre of their support. You will:

- Have the ability to establish a rapport with the people you support, their families and carers, and wider members of the community
- Be persistent in following appropriate courses of action that benefit the people you support
- Seek and act on feedback from the people you support
- Identify and support with community based activities
- Maintain good public relations

**Team Working** – Fit in with the team. Develop effective and supportive relationships with colleagues. Be considerate towards them and create a sense of team spirit. You will:

- Work co-operatively, sensitively and effectively as part of a team
- Share information and support team members
- Decide a course of action in conjunction with others
- Have a willingness to be flexible and respond to service needs, e.g. change place of work; work with people with various disabilities

**Encouraging and Persuading** – Encourage, persuade or convince others in a way that results in agreement and/or behaviour change. You will:

- Provide reassurance to people who are feeling anxious
- Encourage new skills and ideas
- Persuade people to carry out unattractive task
- Have the ability to sustain the interest of others in tasks
- Encourage family/carer involvement
- Have the ability to make a case to line managers for resources or support

**Handling Information** – Record all essential information. Complete records on time. Pass information to the relevant people. Understand and implement instructions and procedures. You will:

- Have the ability to complete detailed, up to date and accurate records
- Be able to understand, interpret and apply policies, guidelines and procedures
- Be able to follow written and verbal instruction
- Ensure information is directed to the appropriate person in a timely manner
- Follow Data Protection and other laws relating to the transmission, storage, dissemination and retention of information
- Ensure confidential records are handled securely and kept in the correct place
- Ensure information is disclosed only to those who have the right and need to know

**Decision Making** – Make timely decisions based on factual data. Evaluate a variety of solutions before making decisions or taking action to implement them. You will:

- Use your own initiative
- Make quick decisions under pressure
- Have the ability to refer a problem to a manager and/or other professional(s) when necessary
- Involve the people you support in making decisions affecting them
- Understand the impact of decisions made on the people you support

**Managing Stress** – Can recognise and cope with stressful situations. Acknowledge own stress and its impact. You will:

- Recognise and take appropriate action to deal with personal stress
- Remain in control in stressful situations
- Maintain effective and professional work practice in the face of setbacks and/or pressure

**If you have the following experience or qualifications – then that's great!**

- Experience of working with people experiencing mental ill health
- Willingness to undertake care certificate

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

**What can you expect from us?**

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

**Working together, we are proud to work for Tameside**

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

