



Job Description

Wellbeing Support Worker – Actively Involved

Hours of work: 22.5 worked over 3 days

Annual Leave: 30 days plus bank holidays (FTE)

Salary: Up to £24,840 (FTE)

Employed by: Involve Kent

Responsible to: Area Manager Actively Involved

Based: Community Based North Kent - Dartford, Gravesham and Swanley area.

Purpose of the job

This is an innovative role working on the KCC Universal Community Wellbeing service in North Kent called Actively Involved, accessible to those over 55 and those under 55 with complex health. Working with a person-centred and outcomes focused approach to ensure people are supported to achieve their personal goals, improve their wellbeing and can take part in activities they enjoy. Working closely with our voluntary sector provider network and other colleagues to ensure people can access services and activities with all the support they need in place. Ensuring the service is integrated across North Kent and digitally optimised.

Key tasks and responsibilities

- **Proactively manage your own health, wellbeing, and resilience to ensure you can provide consistent, quality support to people.**
- **Work to the Involve values and embed them in your practice and daily work.**
- **Provide practical and emotional support, including home visits (risk assessed) to isolated and frail older people to help them engage in activities they enjoy; build their confidence, accompany them, and connect them to others making the most of local groups and services.**
- **Attend training, team meetings and regular supervision.**
- **Provide cover for your colleagues when on annual leave, sick or at times of business need.**
- **Ensure the service is fully accessible and digitally optimised to all older people and those with complex needs living in North Kent, reflecting their diversity and range of needs and aspirations.**
- **Work with Social Prescribing link workers and other health and social care colleagues to support people to access their local communities and to identify gaps and trends in services to help shape the services provided.**
- **Work in partnership with the Community Activity Coordinators to ensure local group and activities are set up and identified through the needs of people you have worked with. Ensure engagement of people in the set up.**
- **Embed and integrate yourself within local communities in North Kent.**
- **Work as a member of a team to contribute to meeting all contract KPI's and targets.**
- **Take and action referrals by telephone and face to face across the North Kent area, reacting to high client numbers and completing holistic, person-Centred and strength-based assessments.**
- **Proactively engage and inspire people when assessing their needs and identifying support.**
- **Work with people to identify areas of interest and what matters to them and refer them to relevant activities in their local communities that are not services, eg art, culture, heritage and physical activities.**
- **Facilitate the provision of direct support to enable people to attend community activities using volunteers or group buddies.**

- **Patiently work with people in a supportive, holistic way to address practical and psychological barriers, such as lack of transport, low confidence, and social isolation, to co-produce a solution utilising our Access and Support funds and brokering of appropriate support as needed.**
- **Promote learning and enablement with people to ensure digital inclusion and empowerment to remain independent, including volunteering their skills and wisdom as volunteers to support others.**
- **Support and review all Clients and use the appropriate outcome-based tool to ensure the service is outcome focused.**
- **Attend; networking events, promotional events, working groups to raise awareness of the Community Wellbeing contract within the North Kent area.**
- **Ensure all necessary data and information about Clients is recorded accurately and entered confidentially on Involve's database with awareness of information governance best practice.**
- **Achieve demanding targets for numbers of people engaged and supported. Ensuring the service and support to people is outcome focused and work innovatively to facilitate improved outcomes for people.**
- **Build positive relationships with our District Network Partners to ensure seamless referrals and positive experiences for people who access activities and support.**
- **Demonstrate and work to the Involve values of excellence, innovation, can-do approach, valuing difference and people first.**
- **Undertake Esther Ambassador training and work to the Esther philosophy.**
- **Ensure brokering of support for clients is to appropriate support services to manage risk and ensure a person-centred approach to support needs.**
- **Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.**

Person Specification	Essential	Desirable
<ul style="list-style-type: none"> Resilient, confident, positive and with a methodical approach to planning of work 	X	
<ul style="list-style-type: none"> Driven, target focused and highly motivated with a focus to achieve contract KPI's as a team member 	X	
<ul style="list-style-type: none"> Experience of working in health and social care with a focus on empowering people to have choice and control over their lives 		X
<ul style="list-style-type: none"> Ability to learn and work to policies and procedures eg Safeguarding, Mental Capacity, risk management, person centred assessment and support planning, The Esther model 	X	
<ul style="list-style-type: none"> Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others 	X	
<ul style="list-style-type: none"> Able to work as part of a wider team and undertake a wide range of tasks as required 	X	
<ul style="list-style-type: none"> Able to work with self-reliance and with confidence to take responsibility (within professional boundaries) 	X	
<ul style="list-style-type: none"> Outgoing, energetic and passionate about improving the wellbeing of others. 	X	
<ul style="list-style-type: none"> Knowledge of older person's issues and an empathetic and patient approach 	X	
<ul style="list-style-type: none"> Good IT skills and experience of using a database or CRM system 	X	
<ul style="list-style-type: none"> Driving licence and use of a car 	X	
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