

Job Role Profile

	Job Title:	Community Well-Being Agent		
	Department:	Well-Being		
	Direct Supervisor:	Social Prescriber Facilitator	Position Number:	
	Location:	Community Based	Job Number/ Job Code:	
1	Job Purpose:	<ul style="list-style-type: none"> To work collaboratively with statutory, voluntary and community groups and key stakeholders across the Stroud District to develop and deliver an innovative asset-based service which aims to improve the health and wellbeing of Stroud residents using a strengths-based approach To provide one-to-one support to some individuals (over a number of sessions) using a strengths-based approach which helps to identify their goals and aspirations and links those individuals to services that can help them to develop independence, build self-esteem and confidence to reach a point where they can access services on their own. This will be done by using a range of behavioural change techniques such as motivational interviewing and strengths-based approaches to determine the skills and interests of the individual. 		
2	Dimensions:	<ul style="list-style-type: none"> Responsible for managing a case load of around 30 clients and providing the appropriate level of support dependent on the individual's needs as assessed by the Social Prescriber Completion of a full suite of data into the CWS database to enable comprehensive reporting on outcomes and outputs Link with the community to generate referrals to the service. Team target 80 per month 		
3	Principal Accountabilities:	<ul style="list-style-type: none"> To provide face-to-face sessions with individuals identified as needing Community Wellbeing support To ensure the needs and aspirations of individuals remain at the centre of support empowering individuals to access the most appropriate community resource To meet individuals on a face-to-face basis supporting them to local community resources that can help them to achieve their identified needs. This requires the Community Wellbeing Agent to gather information (also known as mapping) about local groups, services and activities that individuals can be signposted to, or if appropriate, be accompanied to local services until they feel confident enough to attend by themselves Network in the community to find a range of services both statutory and voluntary that can provide various levels of support, interest and engagement for individuals identified through the Community Wellbeing Service Develop effective community links and networks that promote partnerships and creates a sense of community for both individuals accessing the Community Wellbeing Service and the community / family around them To be aware of the vision, mission and values of the organisation and be committed to its aims and objectives To link with other services within Independence Trust to enhance the individual treatment journey 		

	<ul style="list-style-type: none"> • Maintain accurate records and notes in relation to individual care • Observe professional boundaries at all times • Adhere to lone working policy • To achieve all targets as set within the Contract • To provide on a monthly basis a set number of case studies of the client journey • To record all required information for reporting purposes onto a service database • To identify, recruit and support a cohort of volunteers who provide additional resources to the service
4	<p>Key Performance Measures:</p> <ul style="list-style-type: none"> • Work as part of the team to achieve the target number of referrals per month in line with contractual requirements • To ensure that individuals achieve their goals as set so achieving positive outcomes to help support reduction in frequent visits to health care professionals and referrals from GP practices compared to self-referrals
5	<p>Knowledge, Skills and Experience:</p> <ul style="list-style-type: none"> • Demonstrable experience of working with vulnerable individuals • A good understanding of asset-based approaches to community development and individual wellbeing • Safeguarding individuals • Principles of confidentiality as it relates to working with vulnerable individuals • Supporting individuals to find solutions to their own problems by linking them to relevant groups and services and using solution focused approach • Work with a wide range of organisations including statutory partners and voluntary sector groups to offer a variety of opportunity to individuals and communities • Work with vulnerable individuals to bring about positive lifestyle changes • In depth knowledge and understanding of the voluntary sector in Stroud • Solution focused and recovery orientated approach to help individuals find solutions to their problems • Monitoring and recording outcomes for individuals • Developing appropriate contacts and networks that support individuals to make change and support the continued development of the Community Wellbeing Service • Non-judgmental approach • Ability to manage own time effectively • Good communication skills • Empathy, ability to understand individual's journey • A 'can do' mentality • Provide ideas and solutions to improve / enhance the individual's experience of the Community Wellbeing Service • Able to work with people of all ages and from all backgrounds • Reliable, well-organised and professional

	<ul style="list-style-type: none"> • A self-starter who is able to work on their own initiative and come up with new ideas • A creative thinker, able to develop innovative ways of achieving individuals' wellbeing goals • Flexible and resilient • Ability to get around the locality • Understanding of health and safety including Safeguarding
6	<p>Qualifications:</p> <ul style="list-style-type: none"> • Good standard of education • NVQ2 or equivalent in health and social care
7	<p>Key Relationships:</p> <ul style="list-style-type: none"> • Develop positive working relationship with colleagues from the voluntary sector • Good working relationships with the Social Prescribers • Contribute to library of networks, groups, services that support individuals and continued development of Community Wellbeing Service
8	<p>Organisation Chart:</p> <ul style="list-style-type: none"> • Reporting to: Social Prescriber • Direct reports: None
	<p>Standard Requirements (Applicable to all roles)</p> <ol style="list-style-type: none"> 1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility. 2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities. 3. All individuals are expected to carry out their duties and responsibilities having regard to the company's commitment to providing a customer focused service. 4. Act as an ambassador for Independence Trust at all times during the course of your duties. 5. Ensure compliance with requirements under the Data Protection Act 1998 and follow Independence Trust's Data Protection Policy and procedures relating to confidentiality. 6. To promote equality and diversity and to treat everyone with fairness and dignity, whilst being committed to the principles of Equality and Diversity. 7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role. 8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice.