

**LORETTO CARE**  
**JOB PROFILE**



**Job Details**

<b>Job Title</b>	Health and Wellbeing Coordinator	<b>Location/Section</b>	Loretto Care Services
<b>Service Area</b>	Care Services	<b>Report to</b>	Health and Wellbeing Manager / Health and wellbeing Leader
<b>Grade</b>	SCP 18-23	<b>Date Completed</b>	January 2016

**Job Summary**

Loretto Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Group strategy and vision regarding supporting the people we work for to influence direction and development of Loretto Care.

As a Health and Well-being Coordinator you will work with each individual to ensure that each personal outcome plan delivers on individual outcomes and aspirations.

Your focus is to ensure that the things that are important to the people we work for are achieved while adopting a risk enablement approach.

You will ensure that you co-design and create outcome plans with the people we work for, aiming to improve health and wellbeing and develop resilience.

You will work as part of a team providing support to the people we work for, have a sound awareness of your role and display effective communication skills.

You will meet regularly with the Health and Wellbeing Leader/Manager to report on the performance, innovation and quality outcomes of the service(s).

As a Health and Well-being Coordinator you will be expected to carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment, while presenting in a way that is in line with the Codes of Practice laid out by the Scottish Social Services Council (SSSC).

## Behaviours & Competencies

### Loretto's Core Values

- Person Centred
- Open Communicators
- Committed
- Quality

### Wheatley Group's Values

- Ambition
- Trust
- Community
- Excellence

As a Health and Wellbeing Coordinator you will demonstrate the following behaviours and competencies:

- Put people at the heart of everything we do
- Recognise that each person we work for is unique, acknowledging the importance of promoting preferred communication styles in order to develop successful relationships
- Non-judgemental, highly motivated and dedicated to the values of Loretto and the Wheatley Group
- Confident, and have resilience and a positive attitude towards the work you undertake
- Open-minded; able to promote inclusion around the needs and aspiration of the individual
- Trustworthy and reliable and have the ability to build therapeutic working relationships with the individuals you support and their family/carers
- Able to work collaboratively with others to achieve the outcomes of the individuals you support
- Demonstrate professionalism, good time keeping skills, and enthusiasm for Social Care
- Pro-active, forward thinking and able to promote an excellent service to the people we work for
- Committed to the people we work for
- Self-motivated
- Enthusiastic
- Innovative and creative
- Strong belief in citizenship and social care values
- Strong belief that people should be allowed to make their own choices
- Support the people we work for to have the best quality of life
- Ability to see the wider picture and make good professional judgement
- Solution focussed outlook
- Take a non-discriminatory approach

## Person Specification

### Experience

#### **Essential**

Experience of working with vulnerable people who have Learning Disabilities, Addictions, Mental Health Issues, Children and Families, Tenancy Support or Homelessness issues.

Current experience of team working

Current experience of multi-agency working

Thorough understanding of the Social Care (Self-directed Support) (Scotland) Act 2013.

Good communication and negotiation skills

Good time management skills

Proficient with Microsoft Outlook, Word and Excel

Good written and verbal communication skills

Enthusiasm and genuine interest in working with vulnerable people of various ages

#### **Desirable**

Previous experience of key working

Innovative and creative approach/problem solving skills

### Qualifications

#### **Essential**

Demonstrate the commitment and ability to work towards and achieve a relevant qualification as defined by the Scottish Social Services Council (SSSC) within a given timescale

#### **Desirable**

SVQ 2/3 Health and Social Care, HNC Social Care (post 2005) or any other relevant qualification in Health and Social Care

### Other

Able to work flexibly around when the people we work for wish their support. This may include night duty and/or sleepovers

Job Outputs	
Performance output	Includes the requirement to:
<p>Deliver outcomes for the people we work for</p>	<ul style="list-style-type: none"> <li>• Work with key individuals to co-create a comprehensive outcome plan and input into the development of other outcome plans on a regular basis</li> <li>• Establish effective relationships with the people we work for to co-create and facilitate their outcomes and personalised service</li> <li>• Act as a Key-worker and advocate as required</li> <li>• Encourage and support the people we work for to become active citizens within their community</li> <li>• Support and assist the people we work for with the activities of daily living, ensuring that agreed outcomes are facilitated, while encouraging self-reliance</li> <li>• Complement the existing service that individuals receive from statutory agencies</li> <li>• Strive at all times to develop outcomes with the people we work for that adopt a positive attitude to health, wellbeing and social inclusion and assist them to exercise their rights and make informed choices</li> <li>• Use the Outcome Star/ Better Futures/Outcome focused tool to measure individuals' successes in achieving their outcomes while promoting self-reliance</li> <li>• Provide information for the people we work for in relation to community assets that they may wish to be involved in</li> <li>• Work with the Community Engagement and Activities Team to support group work, community integration, access to community resources, volunteering and return to work</li> <li>• Work with individuals to take control over the facilitation of their reviews in line with legislative and organisational guidance, providing information where and when appropriate</li> <li>• Bring to the attention of the people we work for, the organisation's complaints procedure, promoting its use. Receive any complaints courteously and refer them timeously to the Service Management Team in the first instance</li> <li>• Ensure confidentiality is adhered to and respected</li> <li>• Display an objective and non-discriminatory approach to the people we work for at all times</li> <li>• Provide individualised support to the people we work for in line with their preferences while meeting legislative requirements and organisational policy and procedures</li> <li>• Promote excellence and best practice</li> </ul>

<p>Compliance with professional, regulatory, statutory and corporate requirements</p>	<ul style="list-style-type: none"> <li>• Have a sound knowledge of the National Care Standards for the service and ensure these are met at all time</li> <li>• Participate as appropriate in the inspection process with Care Inspectorate representative</li> <li>• Liaise with Care Inspectorate and its representatives, as and when required</li> <li>• Encourage the people we work for to participate in the review, evaluation and inspection of our services</li> <li>• Make the service’s Named Manager aware of any areas of concern related to the National Care Standard</li> <li>• Be able to demonstrate consideration of the National Care Standards in practice</li> <li>• Work with the Assurance Team and Care Services Improvement Manager to audit, plan, promote and improve service performance Comply with and implement all Loretto and Wheatley Group policies and procedures</li> <li>• Be familiar with both individual and organisational roles and responsibilities</li> <li>• Deal with health and safety issues where practical as they arise</li> <li>• Communicate any areas of concern to line management</li> <li>• Act ethically and with integrity</li> <li>• Comply with SSSC Codes of Practice</li> <li>• Be aware of and participate in the SSSC Step in to Leadership programmes</li> </ul>
<p>Work with external agencies to ensure a holistic approach in supporting the people we work for</p>	<ul style="list-style-type: none"> <li>• Liaise with external agencies as required and appropriate and keep the Service Management Team apprised of this</li> <li>• Develop cordial relationships with local agencies, which will assist the people we work for to access / utilise such local agencies</li> <li>• Co-ordinate, facilitate and participate in, multi-disciplinary meetings in line with legislative and organisational guidance</li> <li>• Promote partnership working, whilst being aware of the need to present the organisation and the service in a positive light</li> </ul>
<p>Contribute to the success of the team</p>	<ul style="list-style-type: none"> <li>• Participate effectively in staff meetings</li> <li>• Highlight areas of concern to line management</li> <li>• Actively participate in the organisation’s outcome based supervision and appraisal procedures</li> <li>• Attend training and development opportunities as identified through the supervision and appraisal structure of the Organisation</li> <li>• Be familiar with both the service's and the organisation’s aims and objectives</li> <li>• Work closely with other team members at all times, especially in aspects of the service for which there is a shared responsibility</li> </ul>

<p>Ensure required administrative tasks are completed</p>	<ul style="list-style-type: none"> <li>• Complete all administration duties, as directed by line management</li> <li>• Be familiar with and adhere to the policies and practices of the organisation</li> <li>• Collate information as directed by line management which will be used in the on-going monitoring and evaluation of the service</li> </ul>
<p>Ensure good practice in terms of health and safety</p>	<ul style="list-style-type: none"> <li>• Be familiar with both individual and organisational roles and responsibilities</li> <li>• Deal with health and safety issues where practical as they arise</li> <li>• Communicate any areas of concern to line management.</li> </ul>
<p>Contribute to the success of the team</p>	<ul style="list-style-type: none"> <li>• Bring to the attention of the Service Management Team any issue of concern or note, which may have an effect either directly or indirectly on the people we work for, staff member, or the organisation as a whole</li> <li>• Meet on a regular basis with the Service Management Team to discuss the progress and development of the service</li> <li>• Use the organisational On-Call services appropriately</li> <li>• Be responsible for the co-ordination and delegation of daily tasks on a regular basis, while ensuring any concerns or omissions are highlighted to the Service Management team</li> </ul>
<p>Additional Duties</p>	<p>It is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable</p> <p>All staff are therefore expected to work in a flexible way when the occasion arises and tasks, which are not specifically covered in the job profile, have to be undertaken. Due to the nature of self-directed support services in particular, staff flexibility is of great importance in order to provide the people we work for with high quality services in line with their wishes. This job profile outlines the main tasks in relation to these services; however this list is not exclusive. Should there be significant change to the duties of this post; the job profile will be updated in consultation with affected members of staff</p>

## Interdependencies

- Stakeholders
- People we work for
- Families and Carers
- Health and Wellbeing Assistants
- Health and Wellbeing Leaders
- Community Engagement and Activities Team
- Health and Wellbeing Coordinators
- Health and Wellbeing Managers
- Care Services Improvement Manager
- Area Care Manager
- Service Development Lead
- Head of Care
- Director of Loretto
- Other posts / business areas / partner organisations which post holder will need to interact with directly on a regular basis
- Care Inspectorate and other Regulatory Bodies