

## Job Description

<b>Job Title</b>	Wellbeing Coordinator
<b>Directorate</b>	Adult Social Care and Health
<b>Service Area</b>	Adult Social Care Access Service
<b>Grade</b>	9
<b>Competency Level</b>	2
<b>Salary</b>	£49,764 - £54,916
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Enhanced DBS
<b>Job Evaluation Ref No</b>	A8936

## Job Purpose

To embed a strengths-based approach to Adult Social Care Access Services, that focuses on people's personal, relational, and community strengths to prevent, reduce and delay their need for statutory care and support services.

To embed a person-centred approach of working to enable first contact resolutions to people, through information, advice and guidance that is focused on identifying people's strengths to meet their identified needs.

To promote a culture of responsive service delivery that is based on enabling independence and providing excellent information and advice.

To ensure the service develops knowledge of local resources and services.

### Directly Responsible For:

Wellbeing Advisors, Social care Assessors and a team of mainly vocationally qualified staff

### Directly Responsible To:

Service Manager

## Main Areas of Responsibility:

- To be responsible for the day-to-day operational management of the service
- in line with council policies and procedures
- To manage services within law, statutory guidelines, and City Council procedures, in particular Care Act 2014, Mental Health Act 1983/2007, and
- Mental Capacity Act 2005/Amendment 2009 and Safeguarding Adults policies
- and procedures
- To ensure effective planning of work allocation and to ensure the continuation

- of services operations and contingency planning
- To ensure all assessments and interventions are proportionate, promoting
- universal, targeted and specialist services as appropriate
- To enable conversation that is focused on what is important to people to
- enable a person-centred approach to information and advice
- To make a judgement, based on information collected, as to whether a person may require short term reablement support
- To embed a multidisciplinary team approach to service delivery
- To have positive conversations with people about their presenting needs and gather from the person what support is already in place, and how they may be able to continue to meet own needs
- Ensuring conversations explores how people can self-support
- To enable people to have the choice and control over how they meet care and support needs
- To apply in practice the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To promote a positive image of Liverpool City Council, working as part of an integrated team
- To be fully proficient in all aspects of those services delivered through the Adult Social Care Access Service
- To effectively use relevant information communication technology (ICT) systems and assist in the creation, development and maintenance of records, files, and statistical information
- To promote a culture of taking feedback, both positive and negative, in a supportive and reassuring manner to people
- To enable a process for feedback from those who have been signposted to enable understanding of their outcomes and learning from feedback
- Ensure that appropriate and effective management arrangements and positive working relationships are developed within the service and with all partner organisations

- Ensure a people focused approach to the planning and delivery of services, and the City Council's safety plan
- To comply with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice

### **Performance Management**

- To create a culture of positive performance management Ensure robust
- performance management of the service by owning and developing service planning, budget management and performance measurement
- To develop and demonstrate skill and competence in accordance with the
- agreed professional capabilities framework This will include:
- Investigate complaints in a manner that enables continuous improvement through lessons learned approach
- Acknowledge compliments and positive feedback in an encouraging manner
- Building and delivering the Liverpool City Council's vision
- Leading on performance; promoting a high-performance culture within the team
- Championing team working, creating high morale and effective collaboration
- Creating a learning culture of continuous improvement
- Pioneering new approaches and leading through continuous change
- Ensuring culture of open communication
- Develop Liverpool City Council's commitment to equal opportunities and to promote non-discriminatory practices in all practices in all aspects of work undertaken
- To take overall responsibility to produce team performance and review meetings using data
- To drive and deliver people focused initiatives through all contact channels

- Champion the concept of the use of technology across the service by proactively seeking opportunities to innovate and improve digital capabilities of the service
- Promote strong, direct and effective communications and involvement with all stakeholders
- Actively lead, develop and manage staff to promote supportive working relationships and a “can do” culture
- Be accountable for the management and development of direct reports and
- manage the development and implementation of an effective service training plan that responds to staff needs and the development of the business

### **Additional Responsibility for Safeguarding**

- To ensure effective gathering and inputting safeguarding referrals on the electronic system
- To ensure quality assurance and timely assignment of safeguarding referrals through agreed pathways
- To develop safe systems and process for identifying and highlighting urgent safeguarding concerns through the agreed channels
- To promote and ensure a multidisciplinary working to enable continued effective identifying and triaging of safeguarding referral

### **Supervision and Management Responsibility:**

- To provide managerial leadership and supervision to team members including performance appraisal to support team members’ continuous professional development
- To promote the health and safety compliance of people
- Manage recruitment, staff development, induction, training and exit interviews.
- Promote attendance at work and manage sickness absence effectively

- Monitoring and manage discipline and grievance matter proactively and within policy
- Investigation of complaints and continuous improvement through lessons learned approach
- Creating a safe and positive work environment free from bullying and harassment
- Promote equality and diversity in the service
- Ensure all staff are aware that they have a duty to report any concerns, allegations, or disclosures of abuse
- To support with creating a learning environment
- Be accountable for the effective management of all HR policy and procedures to ensure consistency, fairness, and transparency always
- Maintain a positive commitment to career development and the principles of a 'learning organisation' including personal development
- To demonstrate effective leadership and expected leadership behaviours and values
- Contribute to effective working with elected members.
- To ensure regular team meetings and communication briefs are held, focusing on service matters of the team, reviewing its performance and briefing team members on corporate and care management issues
- To develop and maintain succession plans.
- Ensuring activities are planned to include meaningful one to one conversations, quality annual appraisals and regular workforce planning and development
- Manages performance and behavioural issues effectively

## Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
  - Monitor financial performance and deliver within budget
  - Monitor financial performance, deliver within budget and seek savings and efficiencies by exploring opportunities to draw funding where appropriate
  - Set, monitor, and remain within budget whilst challenging the team to deliver increased efficiencies
  - Explores different options for funding and income generation
  - Include details of the value of budget/financial responsibility and what this budget should be use for
  - To support the continuous development of online resources within Liverpool City Council, voluntary services, National Health Service (NHS) and other partners
  - Ensure co-production with people, carers and other stakeholders in developing and improving services
  - To effectively collaborate with people, internal and external partners to maximise opportunities and resources to enable strength-based approach
  - Ensure co-production with people and stakeholders in developing and improving services
  - Manage delegated budgets as directed by line manager and promote a culture of performance management and high-quality customer services
  - Scrutinise expenditure for services in line with Council financial policies and procedures, ensuring effective management of resources
- Ensure equity of service provision for people

## Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## Physical Demands of the Job:

- This post is a combination of office work and field work. It will involve sitting for long periods of time and a requirement to travel to meet service needs

## Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills



required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- A professional or vocational qualification in a relevant subject related to Adult Social Care, Health or Management, or willingness to work towards achievement (A,I)
- A strong knowledge and application of Adult Social Care legislation including Care Act 2014 Mental Capacity Act, Mental Health Act, National Framework for Continuing Health Care and social care reforms (A,I)
- Demonstrable experience of service delivery leadership or development (A,I)
- Evidence of continuous personal development (A,I)

### Desirable

- European Computer Driving Licence (ECDL) (or be willing work towards obtaining this qualification)
- Professional or degree level qualification
- Relevant management qualification e.g. Diploma standard qualifications (or be willing to work towards a relevant qualification) is desirable

## Experience

### Essential

- Experience of working in a Social Care, Health, Education or Advice and Guidance environment (A,I)
- Experience in Operational Management or service development (A,I)
- Track record of delivering successful projects and initiatives (A,I)
- Experience and competence in writing strategies, proposals and reports, etc (A,I)
- Good knowledge of the principles of supervision, ability to undertake supervision of others, staff appraisal and positive performance management
- Strong interpersonal and relationship management skills (A,I)
- Operational service delivery expertise in a customer service environment (A,I)
- Ability to deal with difficult situations when challenging existing practices (A,I)
- Highly developed communication skills (oral, written and presentation) (A,I,P)
- Persuasive and confident in developing and promoting new ideas (A,I,P)
- Demonstrable professional approach (A,I)

### Desirable

- Advanced knowledge of Social Care Legislation and Governance standards
- Experience in budget management in a large organisation
- Experience in process analysis and creation of new processes

## Skills/Abilities

### Essential

- Ability to respond to people's presenting needs and action solutions in the most appropriate manner including the ability to identify needs and support (A,I)
- Ability to work to agreed procedures and secure high quality service delivery (A,I)
- Ability to deal with difficult and challenging situations in a reassuring and supportive manner (A,I)
- Ability to set direction, plan boldly and align resources (A,I)
- Ability to demonstrate excellent organisational skills and to prioritise and manage fluctuating service demands producing work to a high standard within timescales (A,I)
- Excellent oral and written communication skills with a wide range of people, using a range of methods (A,I)
- Ability to meet strict deadlines within a multi-project environment, working under pressure, and be responsive to changing priorities (A,I)
- Overcomes obstacles and delivers results for the organisation by showing tenacity and persistence (A,I)
- Able to manage and motivate an effective team, empowering others, encouraging accountability, including target setting and staff development to meet targets (A,I)

## Desirable

- Ability to work under pressure and meet deadlines
- Ability to work to organisational standards (e.g., service schedule agreements) positive attitude, with strong problem ownership and problem solving skills
- Seeks out innovative ideas for adaptation into the work place
- Communicates well, invites others to speak and listens to their views
- Encourages honesty, trust and respect in relationships with others
- Understands the power of regular face to face communication
- Identifies key internal and external customers and works with them to understand their requirements and concerns
- Gains the respect of colleagues by generating a positive attitude
- Strong literacy and numeracy skills including competence in the use of Microsoft packages
- Ability to develop trusted relationships with internal and external stakeholders, senior managers and external partners
- To generate and /or recognise ideas of value in driving business improvement, and the ability to encourage this behaviour in others
- workload organisational skills

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

### Essential

- This post is subject to a Disclosure and Barring Service (DBS) check at the appropriate level
- Undertake training to enable continuous development and learning (A,I)
- Undertake training as and when required (A,I)
- Availability to work flexibly between Monday to Sunday, including evenings, weekends and bank holidays (A,I)