

Job Description

Job Title	Wellbeing Advisor
Directorate	Adult Services and Health
Service Area	Operations
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Enhanced DBS with Adults Workforce and Barred List
Job Evaluation Ref No	A10438

Job Purpose

Respond to communications from the public, internal and external colleagues whilst ensuring the service is meeting its Care Act duties, through the provision of good quality information, advice, and guidance.

Through every interaction, apply the Prevent, Reduce, Delay principles of the Care Act to promote independence and wellbeing.

Provide information, advice, and guidance to enable people, in person, on the telephone and by other means of interactions, to self-assess and plan support to enable their wellbeing.



Provide first contact resolutions to people, through information, advice and guidance that is focused on identifying their strengths and how to maximise these strengths to meet their needs.

Enable people to identify and solve own problems through an approach that is person-centred to them.

Maintain sound knowledge of local resources and services, to offer accurate, current information to people.

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Wellbeing Advisor

Main Areas of Responsibility:

- Effectively listen to and understand the nature of the person's queries and provide clear, concise, and timely information and advice to meet their expectations and outcomes
- Carry out positive, strength-based and solution-focused conversations, using a person-centred approach to understand what matters to people, explore existing support arrangements and identify options that enable them to meet their own needs and maximise independence
- Maintain an up-to-date knowledge of support and services in Adult Social Care and the wider community, liaising with colleagues within the council and partner organisations to obtain information and access to services
- Provide information, advice and guidance, including signposting to Liverpool City Council, NHS, voluntary sector and partner resources, to support informed choice and independence

- Connect people to support available within their own network and community, whilst taking into account their own resources and strengths
- Consistently seek a positive outcome at all times, diffusing difficult situations, negotiating and handling objections in a diplomatic and tactful way to achieve the best possible outcomes for people
- Where appropriate, identify needs and risks and ensure the person is connected to the right level of support, either in the community or to other agencies, enabling a multidisciplinary discussion about their needs
- Where appropriate, recommend and / or order telecare equipment, to support and maintain independence for people at home
- Seek guidance and escalate enquiries, where appropriate, to ensure positive outcomes are achieved
- Ensure a smooth and seamless experience, reducing barriers and handovers between services which should be invisible to the person needing support
- Proactively work towards embedding personalisation into practice including but not limited to, self-assessment, self-directed support and direct payments
- Make a judgement, based on information collected, as to whether a person may require short-term independence and reablement support
- Consider arranging a home visit, where communication may be difficult over the phone
- Attend home visits and joint home visits with other practitioners as required
- Support pre-front door activities in the community at events and drop-ins across the neighbourhoods of the city
- Support the management of referral pathways into the service, including portals and the shared email account
- Be empathic and supportive to people as they tell their story
- Contact and gather feedback from those who have been signposted. Respond to feedback in a supportive and professional manner, using it to understand outcomes and improve service delivery

- Promote a positive image of Liverpool City Council and contribute effectively as part of an integrated team
- Be fully proficient in all aspects of services delivered through the Front Door
- Effectively use relevant information communication technology systems and assist in the creation, development and maintenance of records, files, and statistical information
- Ensure the highest level of data quality and that information is recorded in a timely, accurate and complete manner, ensuring the service meets all statutory recording requirements
- Assist in the development of new staff and trainees through mentoring, job shadowing and acting as a 'champion'
- Receive safeguarding calls and support with gathering initial information on safeguarding concerns
- Identify situations where the person is deemed to be at risk, including situations where they may be experiencing abuse or neglect. Raise safeguarding concerns, as appropriate, and ensure compliance with Safeguarding Adults procedures and Making Safeguarding Personal guidance
- Assign safeguarding referrals to the safeguarding work tray and / or mailbox
- Adhere to Liverpool City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

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

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:

- The post involves using a computer screen and sitting at a desk for prolonged periods of time. There is also a requirement to travel to meet service needs. This includes visiting the homes of service users and attending community events across the city

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent people service, externally and internally
- Commitment to customer excellence by dealing with people's feedback, including complaint, 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 competency **level 1**.

[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

- Working knowledge of ICT applications (A,I)

Desirable

- Excellent keyboard skills
- ICDL (International Computer Driving Licence (or equivalent) or be willing work towards obtaining this qualification
- Relevant qualification e.g. National Vocational Qualification (NVQ) Level 3 in Customer Services or Institute of Customer Services (or be willing to work towards a relevant qualification)

Experience

Essential

- Experience of dealing with people's enquiries and offering advice and information (A,I)
- Experience of working in a Social Care, Health, Education or Advice and Guidance environment (A,I)

Desirable

- An understanding of Care Act 2014 wellbeing principles
- A strong knowledge of Liverpool as a city and local services
- Experience of using strength-based approach in conversation with people
- A strong knowledge of the community, technology and equipment offers in Liverpool
- Understanding of Best Value and quality service delivery

Skills/Abilities

Essential

- Ability to communicate orally and in writing with a wide range of people (A,I)
- Ability to respond to people's issues 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 work as a member of a team (A,I)

Desirable

- Ability to maintain and use records and files and statistical information
- Ability to use own initiative in live conversation with people

Commitment

Desirable

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

Other

Essential

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