

## Job Description

<b>Job Title</b>	Health and Wellbeing Support Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Sport and Recreation
<b>Grade</b>	4
<b>Competency Level</b>	1
<b>Salary</b>	£27,254 - £31,022
<b>Job Type</b>	Office Based
<b>Location</b>	Lifestyles Centres / Other Community Settings
<b>Disclosure and barring service (DBS)</b>	Enhanced
<b>Job Evaluation Ref No</b>	A10035

## Job Purpose

Health and Wellbeing Support Officers will play a key role in ensuring the smooth and timely processing of referrals into our integrated health and wellbeing service. Working closely with the Health and Wellbeing Instructors, other internal teams, and external partners, this role ensures effective coordination of referrals across multiple health pathways (e.g., GP Exercise Referral, Falls Prevention, NHS Health Checks), supporting data integrity, compliance, and a seamless participant experience.

## Directly Responsible For:

Not applicable

## Directly Responsible To:

Health and Wellbeing Lead

## Main Areas of Responsibility:

### Referral Management

- Receive, log, and process incoming referrals via email, phone, or online social prescribing system
- Ensure all referral documentation is complete, accurate, and compliant with data protection standards
- Liaise with referrers to clarify or request additional information as needed

### Administrative Support

- Maintain up-to-date records on the referral database or case management system
- Support internal performance monitoring by producing routine data reports using referral software and case management systems
- Support the team with scheduling initial assessments or appointments for referred participants

### Quality & Compliance

- Ensure all referral processes adhere to organisational policies and safeguarding procedures

- Participate in audits and quality assurance activities related to referral handling

#### Health and Wellbeing Support

- Serve as the first point of contact for all enquiries, including those reaching out for health and wellbeing support
- Provide compassionate, calm, and professional responses during potentially upsetting or sensitive conversations
- Exercise sound judgement and empathy to triage urgent concerns, ensuring appropriate escalation or referral pathways are followed
- Participate in regular debriefs and supervision to manage emotional impact of the role and uphold customer service standards for both service users and self

#### **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:

- This post is a combination of office work and field work. It will involve sitting for long periods of time
- There may also be a requirement to work across various settings, including Lifestyles Centres, other community-based environments, as well as attending local events

## 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 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

- Educated to GCSE level or equivalent in Administration, Health and Social Care, or related field (A/I)

### Desirable

- First Aid qualification
- Mental Health First Aid qualification
- Safeguarding training and/or qualification

## Experience

### Essential

- Experience of working with referral pathways and case management systems (A/I)
- Experience in supporting public-facing services and/or customer service roles (A/I)

### Desirable

- Experience working in a health, social care, or community service setting
- Working in multi-agency or multidisciplinary teams



## Skills/Abilities

### Essential

- Strong administrative and organisational skills (A/I)
- Excellent attention to detail and accuracy (A/I)
- Proficient in Microsoft Office and data entry systems (A/I)
- Clear and professional communication skills, both written and verbal (A/I)
- Ability to manage multiple tasks and meet deadlines (A/I)
- Understanding of confidentiality and data protection principles (A/I)

### Desirable

- Understanding of Public Health priorities and health inequalities
- Familiarity with health promotion and behaviour change models

## Commitment

### Essential

- To improving community health (A/I)
- To promote and develop the City Council's commitment to equal opportunities (A/I)
- To continuous improvement and ongoing personal and staff development (A/I)
- To maintain continuously high standards of customer care (A/I)

### 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 (A/I)
- Requirement to work outside standard hours; including, as required, during evenings and at weekends (A/I)
- Ability to commute to various centres and/or community settings on an ad-hoc basis (A/I)

