

## Job Description

<b>Job Title</b>	Wellbeing Advisor
<b>Directorate</b>	Adult Social Care and Health
<b>Service Area</b>	Front Door
<b>Grade</b>	4
<b>Competency Level</b>	1
<b>Salary</b>	£25,119 - £28,770
<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>	A8867

## 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

- To 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.
- To 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.
- To enable people to identify and solve own problems through an approach that is person centred to them.
- To maintain sound knowledge of local resources and services, to offer accurate, current information to people.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Team Manager

### **Main Areas of Responsibility:**

- Effectively listen and understand the nature of the persons queries and provide clear, concise, and timely information and advice to meet their expectations and outcomes.
- Deliver strengths based and solution focussed outcomes to enquiries using a consistent approach to understanding what matters to the person and supporting people consider the range of options available to them.

- Maintain an up-to-date knowledge of support and services in the community, liaising with colleagues within the council and partner organisations to obtain information and access to services.
- Facilitate choice through the provision of information, advice and guidance to enable people to maintain their independence for as long as is possible.
- 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.
- Carry out positive strength-based conversations to resolve enquiries to prevent, reduce or delay needs from escalating.
- 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.
- Where appropriate, recommend the use of simple technology enabled care and equipment to promote independence
- Ensure that the function of the team to provide good information is adhered to, so people's needs, and outcomes are met including the use of community, independent and voluntary sector resources.
- Identify situations where the person is deemed to be at risk including situations where the individual may be experiencing abuse or neglect and ensure compliance with Safeguarding Adults procedures and Making Safeguarding Personal guidance.
- Seek guidance and escalate enquiries where appropriate to ensure positive outcomes are achieved. Work in partnership with colleagues from a range of agencies, ensuring a smooth and seamless experience, reducing barriers and handovers between services which should be invisible to the person needing support.

- 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.
- Proactively work towards embedding personalisation into practice including but not limited to, self-assessment, self-directed support, and direct payments.
- 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.
- To provide people with information of resources and services local to them, to enable them to find own solutions for their needs.
- Ensuring conversations explores how people can self-support. To enable people to have the choice and control over they meet that care and support needs.
- To ascertain what is important to people to enable a person-centred approach to information and advice.
- To direct people to online resources within Liverpool City Council, voluntary services, National Health Service (NHS) and other partners.
- To effectively collaborate with people, internal and external partners to maximise opportunities and resources to enable strength-based approach.
- Being able to offer advice and guidance on a range of Adult Social Care services and support networks.
- To make a judgement, based on information collected, as to whether a person may require short term reablement support.
- To gather information to enable a multidisciplinary discussion about people's needs.
- To encourage people to consider their own network of support in maximising their independence.
- To be empathic and supportive to people as they tell their story.
- To take feedback, both positive and negative, in a supportive and reassuring manner to people.

- To contact and gather feedback from those who have been signposted to enable understanding of their outcomes.
- 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 Front Door (full training will be provided).
- To effectively use relevant information communication technology (ICT) systems and assist in the creation, development and maintenance of records, files, and statistical information.
- To assist in the development of new staff and trainees through mentoring, job shadowing and acting as a 'champion'.
- To adhere to Liverpool City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.
- To support social workers with gathering initial information on safeguarding concerns.
- To receive and open safeguarding referrals on the electronic system.
- To assign safeguarding referrals to the safeguarding work tray and/or mailbox.
- To support with highlighting urgent safeguarding concern to social workers and team leaders.

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

The team (and office location) that staff undertaking this job description could change at the discretion of management following consultation with the individual post holder.

In addition to post holder principal duties the post holder will be expected to contribute more widely to the overall development of the service and Council.

All employees are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

All employees are expected to be committed to the equality and diversity policy and assist in removing the barriers to service delivery and employment to enhance a positive equality culture.

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements 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 and the City Council's safety plan.

## **Supervision and Management Responsibility:**

- No supervision 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 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 **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 IT applications (A,I)

### Desirable

- Excellent keyboard skills
- ECDL, GCSE ICT (A\* to C or 9 -4) or ICT/IT User Level 2 or a good level of ICT skills and able to use Microsoft Office including Word, Excel and Outlook
- Relevant qualification for example, 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 taking accurate minutes or experience of detailed report writing (A/I)
- Experience of producing data and financial reports for analysis (A/I)

- Experience of arranging a variety of meetings, preparing agendas, arranging venues, circulation of pre agenda items, distribution of minutes and outcomes from meetings (A/I)

### **Desirable**

- Experience of producing work of a high standard and working to tight deadlines
- Experience of working with IT systems – i-Casework, Liquid Logic, excel, outlook etc
- Experience of working with Controcc, sap and other financial systems

## **Skills/Abilities**

### **Essential**

- Excellent verbal and written communication and interpersonal skills (A/I)
- Good organisational skills and ability to use own initiative and prioritise own workload (A/I)
- Ability to produce quality work within highly pressurised and time restricted situation (A/I)

### **Desirable**

- Well-developed IT skills
- Ability to communicate and liaise efficiently at all levels within the Council
- Ability to deal with distressed and/or aggressive customers in a sensitive and professional manner
- Ability to deal with potential conflict but deliver positive outcomes

## 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

### Desirable

- A commitment to equal opportunities.
- A desire to provide customer focused services
- To work from any location if required