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| Job title: | Community Health & Wellbeing Worker |
| Salary: | £24,760 per annum |
| Hours: | 35 hours per week (flexible – including some evening and weekend work) |
| Pension: | Group Personal Pension with employer's contribution |
| Annual leave: | 25 days per annum |
| Tenure: | Temporary (Maternity cover – Fixed term to 31 st January 2022) |
| Based at: | Birmingham Settlement – Aston Hub – 359-361 Witton Road, Aston, B6 6NS. |
| Responsible to: | Community Action and Wellbeing Manager |
| Responsible for: | No direct line management responsibilities but contributes to people development across all areas |
| Role Purpose: | As part of our Big Lottery 'Active in Aston' work stream, to engage, empower and support individuals to achieve improved stability in their relationships, behaviour, health & wellbeing. To include home visits and work in partnership with other agencies to provide the support they may need. |
| Allowances: | This post qualifies for casual car user allowance. |

Birmingham Settlement

Since 1899 Birmingham Settlement has been tackling social inequality and disadvantage; supporting people to live happier, more fulfilled lives. Our four organisational objectives are:

- 1) To improve financial resilience
- 2) To build individual and community wellbeing
- 3) To develop people
- 4) To build and maintain a sustainable organisation.

We do this by maximising our assets to provide services and activities that support people to overcome the barriers they face and to take positive action on the issues that impact on their lives. Whether it be financial hardship, social isolation, unemployment, or other issues, we provide independent advice and support, wellbeing activities, and training and development opportunities that enable people to gain new skills, build confidence and establish social and community networks that create opportunity and improve lives.

The requirements listed below are broad definitions of the role. Birmingham Settlement reserves the right to amend and/or change these as and when it sees fit in line with changing needs. The post holder is expected, and agrees, as part of their role to be flexible to this end.

Key accountabilities/job purpose:

1. Corporate Requirements:

- a) To positively represent and demonstrate a commitment to the aims, objectives and values of Birmingham Settlement at all times.
- b) To work cooperatively with colleagues offering support, advice, and contributing to the development, induction and training of staff and volunteers.
- c) To work at all times in accordance with, and to assist the development and implementation of policies and procedures for service delivery and Birmingham Settlement as a whole including:
 - a. Equal Opportunities and Diversity
 - b. Safeguarding
 - c. Health and Safety
 - d. Confidentiality
- d) To be approachable and willing to go the extra mile to ensure the best possible outcome for service users; ensuring Birmingham Settlement is the provider of choice; recognising the value of, and delivering excellent customer care.
- e) To ensure all service users have the opportunity to feedback, shape, and develop services; to identify their own aspirations and goals, and to direct their own outcomes.
- f) To develop and contribute to integrated working through communication and coordination of service delivery across Birmingham Settlement and its partners.
- g) To contribute to the sustainability of Birmingham Settlement via fundraising and income generation activities.
- h) To be self-administering, and to accurately record and work towards the achievement of agreed organisational, departmental and individual KPIs and targets.
- i) To undertake training to meet new and developing needs.
- j) To carry out any other duties commensurate with the post as required by Birmingham Settlement.

2. Core Duties:

To engage with individuals providing support which encourages stability and promotes positive health and wellbeing. The post holder will work with individuals to empower, raise confidence, influence and develop services that supports their lifestyles. They will work in a multi-disciplinary and multi-agency environment maximising access to support networks and services as necessary.

The role will involve:

- a) Listening widely to individuals to help people to have conversations that motivate them to take action, to benefit their lives and communities.
- b) Actively promoting service user involvement in the shaping of health & wellbeing service delivery and associated outcomes.
- c) Developing and facilitating discussion groups to provide a platform for individuals to voice concerns.

- d) Sharing community organising skills and ideas, supporting key individuals to develop their skills and knowledge to be better able to participate in public and community life, to make their voices heard and enhance their personal prospects to achieve individual goals that will help bring improvements to their community.
- e) Promoting and encouraging individuals to take part in activities that enable improved physical and mental wellbeing.
- f) Identifying needs and supporting excluded or at risk individuals.
- g) Providing support and mentoring to individuals enabling and improving access to skill development and personal action plans.
- h) Building a profile of individuals and regularly monitoring improvements, progress, and services delivered through the health & wellbeing programme.
- i) Undertaking home visits, where required.
- j) Encouraging and promoting the involvement of men in particular to help sustain the wellbeing of families.
- k) Undertaking risk assessments prior to activities and home visits with referring agents and individuals.
- l) Maintaining up to date files and records in a responsible and professional manner.
- m) Monitoring, reporting and contributing to safeguarding concerns identified, as well as attending multi-agency meetings if required.

3. Value for Money:

A key driver for Birmingham Settlement's sustainability must be the consideration of all aspects of value for money. All employees must contribute to this concept through:

- Effective role fulfilment.
- Effective joint working and integration.
- Continual evaluation of personal performance, service user feedback, benchmarking, KPIs
- Promotion of energy saving and cost reduction e.g. recycling, reusing, reducing; responsibility and commitment to energy saving utilities, lighting, PCs, reduced printing.
- Promoting, encouraging and supporting volunteers.
- Maximising accessibility for volunteers across all service areas.

Person Specification:

| Criteria | Essential | Desirable |
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| Experience | | |
| a) Experience/understanding of supporting and mentoring individuals to develop personal skills. | X | |
| b) Knowledge and understanding of person centred approaches to service delivery | X | |
| c) Experience and understanding of issues facing individuals with complex needs and social issues. | X | |
| d) Understanding of the issues faced by individuals and groups from varying backgrounds, and of the tensions/aspirations affecting them. | X | |
| e) Experience and understanding of delivering training. | | X |
| f) Experience/understanding of asset based approaches such as 'listenings', local asset mapping, strength based working. | X | |

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| g) Experience of working with frontline voluntary organisations and/or individuals within a community setting including effective community and service user engagement. | X | |
| h) Experience/understanding of working within an evidence based environment. | X | |
| Skills and specialist knowledge | | |
| a) Able and motivated to develop community organising skills in others. | X | |
| b) Able to support the learning of individuals and the wider community. | X | |
| c) An understanding of empowerment and disempowerment and willing to explore the root causes of issues affecting people in communities. | X | |
| d) An understanding of the principles surrounding Data Protection and confidentiality. | X | |
| e) Experience/understanding of dealing with local power structures and establishing good working relationships with colleagues and a wide range of agencies. | | X |
| f) Good IT skills, ability to use data bases and input data for record keeping and evidence, email, word processing, power point. | X | |
| People Management / Relationships | | |
| a) Respectful, open, and sensitive to others' history and experience; sensitive to local cultures and languages. | X | |
| b) Effective listening, communication, social and interpersonal skills. | X | |
| c) Ability to work sensitively with a willingness to be pro-active and work flexibly and creatively with colleagues and as part of a team. | X | |
| d) An understanding of the needs of services users from different backgrounds and cultures. | X | |
| e) Ability to speak community languages. | | X |
| Education/Training and Qualifications | | |
| a) Qualification in training, community development, mentoring/coaching. | | X |
| Personal Qualities | | |
| a) Ability to analyse, reflect and adapt accordingly. | X | |
| b) Resilient and able to take challenge and criticism and cope with negative and apathetic attitudes. | X | |
| c) Able to work on own initiative, self-manage time and priorities to meet challenging targets and deadlines | X | |
| d) A high level of awareness, understanding and commitment to the principles of good practice in relation to equality and diversity. | X | |
| e) A commitment to work for the benefit of individuals and communities in the area of work; ability to put aside personal agendas and listen without pre-judging. | X | |
| f) Able and willing to work some evenings and weekends. | X | |
| g) Able and willing to travel across Birmingham as needed. | X | |
| Other / General | | |
| a) Experience of working in the voluntary/community sector. | | X |
| b) A full, clean, current UK driving licence and access to a car. | | X |