

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Health Wellbeing and Adults

DIVISION: Gateway Services

JOB TITLE: **Health & Wellbeing Officer (Adults Front Door)**

ROLE PROFILE

Job Title: Health & Wellbeing Officer (Adults Front Door)

Department: Health Wellbeing and Adults

Division: Gateway services

Grade: Grade 6

Reports to: Advice & Early Intervention Leads

Responsible for: No line management responsibilities

Role Purpose and Role Dimensions:

Croydon council is taking a place based approach, focusing on localities, prevention and early intervention, and taking a whole family, strengths based community led support (CLS), approach; working alongside residents and their families to maximise their life chances and outcomes. This role operates within that context.

Using the Community Led Support resource wheel and other strengths based, person centered resources, hold good conversations with people to help identify their strengths, gifts and abilities and those of their families, friends and communities.

Help to connect people with people and with communities to support a good life.

The post holder will work as a member of the Adults 'Front Door' service to facilitate the work of the service enabling people to gain or maintain independence at home and achieve their full potential.

The role is responsible for holding good conversations to help people identify their strengths and those of their family and friends, to identify what matters most to people and to connect people to people and to community assets.

The post holder will provide skilled support to residents as part of a multi-disciplinary team which includes Social Workers,

Delivery leads, Occupational Therapists, Mental Health and other services.

The post holder will be based in the Gateway and Welfare Department but will be expected to work autonomously in a variety of settings and/ or in the person's home

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Residents including people contacting the council for advice, people receiving services and their families. Mental Health, Nurses, Therapists, GPs. Voluntary and community providers

Key Internal Contacts:

Adult Social Care, Occupational Therapists, Housing, Welfare services, Financial Assessment, Direct Payments

Financial Dimensions:

Ordering of equipment and services

Key Areas for Decision Making:

Referrals and signposting

Other Considerations:

The council operates across a 6 day week however working across this period is not currently required for this post. Should this change in line with other services, you will be consulted in the normal way. You must hold a clean driving licence or be able to travel independently across the Croydon borough

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

Enhanced DBS and adults barred list

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

No

Key Accountabilities and Result Areas:

Duties and Responsibilities -
Carry out a complete holistic assessment within the person's home or hospital setting using the integrated initial assessment.

Key Elements:

This will involve:

- For those in the Adults Front Door Team, working as the first point of contact for information and advice regarding Adult social care, hold good strengths based conversations, providing signposting people to appropriate services.
- Identifying what matters most to people, their strength and gifts and those of their family, friends and neighbours,
- Identifying independent goals with individuals that promote people reaching their full potential.
- Being able to assess for and prescribe simple solutions including basic equipment to meet the person's needs.
- Carrying a caseload and be part of a multidisciplinary team, providing strengths based good conversations, triage, assessments, support planning and 1:1 interventions.
- Being required to assess the level of need, complete risk assessments and support plans/ goals with families, individuals, and relevant professionals as required, to determine the need to connect people to people, to community groups or organisations, local activities and events, low or no cost solutions.
- Determining the level of assistance to be provided directly by the Council.
- Raising any issues or concerns to the attention of Social Workers or management in accordance with Safeguarding procedures and policy.
- Being required to attend and contribute to multidisciplinary team meetings, team meetings and assist and support the other members of the team.
- Working with others to develop rapport with people and encourage their interest and participation in a manner which promotes dignity, self-esteem and choice. This requires empathy, sensitivity and good interpersonal skills.
- Keeping accurate and up to date records of the person being supported in line with departmental standards and standards for record keeping.
- Being required to use the Trust/ Council IT systems to

enter the person's data, activity, service evaluation and any other relevant data collection.

- Being required to participate in 121 and supervision arrangements organised by the line manager

Safeguarding Children and Vulnerable Adults - comply with the policies, procedures and protocols

- Ensuring you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensuring you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensuring you are familiar and comply with local protocols and systems for information sharing.
- Knowing the appropriate contact numbers and required reporting lines.
- Participating in required training and supervision.
- Complying with required professional boundaries and codes of conduct

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc., as appropriate.

Person Specification

- Job Title:** Health & Wellbeing Officer (Adults Front Door)
- Essential knowledge:**
- Understand and have a commitment to the principles of equal opportunity and diversity
 - Demonstrate a commitment to the delivery of services in Croydon which are reflective of the cultural needs of the Croydon people
 - Knowledge of the roles of the Multidisciplinary team in the community
 - Knowledge and understanding of the community led support approach and strength based approaches
 - Understand the key role of voluntary and community groups and organisations as partners in supporting people to have a good life
 - Knowledge or a willingness to develop knowledge of community based assets
 - Understanding of the nature and importance of confidentiality
 - Understanding of principles of promoting independence
 - Child and adult protection needs and action to take in event of concerns
- Essential skills and abilities:**
- Ability to hold good, strength based conversations, communicate effectively, listening to others, reflecting and sharing information in an appropriate form
 - Take personal responsibility for supporting and resolving enquiries raised by the resident within agreed boundaries
 - Promote choice, well-being and the protection of all individuals
 - Good IT skills – familiar with use of Microsoft Office and electronic record systems,
 - Respond flexibly to the demands of the post
 - Good time management skills, ability to prioritise work, punctual and reliable
 - Natural ability to build effective working relationships with colleagues and gain trust of people receiving services
 - Show a capacity to be proactive, work autonomously and the ability to keep calm under pressure
- Essential experience:**
- Experience of working in a Community health or social care setting or experienced in providing advice.
 - Minimum GCSE or equivalent in Maths and English, Grade C or above
 - Willingness to undertake further training relevant to this post
- Desirable**
- Certified in all mandatory care courses (moving & handling, MCA, DOLS, Medication)
 - NVQ 3 in Health and Social Care or Healthcare practice Foundation degree

- Dementia trained and have experience in supporting or caring for people with known or suspected dementia
- Previous experience as a practitioner in a relevant area

Special conditions:

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Updated February 2021 (Community Led Support)