

JOB DESCRIPTION

Job title	Wellbeing Coordinator (Contact Point)
Sector/function	Mental Health
Department	Operations
Reports to	Wellbeing Coordinator Team Leader
Grade	2

Job purpose	<p>To work as part of the Wellbeing Coordinator team, contributing to the overall success of service objectives and maintenance of effective delivery by:</p> <ul style="list-style-type: none"> ▪ Processes referrals, general enquiries, appointments, collect and input personal data, and provide harm reduction information. ▪ Supports interventions by telephone, email and other channels of contact, including Web (Chat Assist), Social Media, etc. with new and existing Turning Point service users. ▪ Keeping in contact with people using the service to track progress and provide follow up as appropriate ▪ Opening up service user digital support and treatment content according to agreed pathways and criteria for individual services. ▪ Providing administrative support to all areas of the service
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Key accountabilities	Answer calls and respond to other types of contact, including email, text, Chat Assist etc.	<ul style="list-style-type: none"> • Utilising Turning Points agreed platforms to process contacts. • Servicing the single point of access (SPOA) for all contacts into the service • Answering contacts with professionalism, care and compassion. • Being prompt and concise to meet needs
	Process referrals and carry out initial screening / triage and and follow up actions	<ul style="list-style-type: none"> • Engaging in training to deliver effective assessments and processing referrals • Being a contact to dedicated staff within services to relay information about referrals and assessments • Delivering assessments
	Respond appropriately to enquiries accessing the relevant 'Knowledge base' for that service/individual/locality or other researched information as appropriate	<ul style="list-style-type: none"> • Supporting and signposting people to access required information from local Turning Point and external community provision. • Updating the knowledge base appropriately and with involvement from service staff and approval from manager • Reporting where the knowledge base is lacking detail or information • Working as a team to ensure that the knowledge base is accurate and up to date
	Release digital treatment and support to Service	<ul style="list-style-type: none"> • Releasing agreed care and treatment modules and sessions using agreed care pathways and criteria

	User / Client / Customers appropriately and in accordance with agreed criteria	<ul style="list-style-type: none"> Being familiar and aware of the content within My Turning Point and engaging fully in training and awareness raising sessions beforehand
	Support the coordination of an individual's journey with the service from initial contact, entering new Service User / Client / Customer information into the system	<ul style="list-style-type: none"> Participate in training and learning sessions about Turning Point's Client Record system and other related systems Outline through the management line queries or areas to improve within the system as it is being used Follow locally agreed information gathering protocols for new service user contact.
	Support the coordination of an individual's journey with the service from initial contact, updating existing Service User / Client / Customer information	<ul style="list-style-type: none"> Carry out follow up calls with service users upon commencement and discharge of the service at agreed intervals to establish progress Ensure that notes and records are accurate and swiftly updated. Comply with policies, procedures and the Law, especially in relation to Data Protection Ensure that any areas of concern or risk as raised through the management line or directly with staff from services
	Provide the administrative function for the service	<ul style="list-style-type: none"> Administration tasks will include; letter writing, booking appointments, handling/managing invoicing processes, updating social media outlets as instructed, recording promotional activity, minute taking (as required) (The above task list is not exhaustive) Undertaking ad hoc office duties such as typing, faxing, photocopying as and when necessary Ordering stationary, supplies and equipment as appropriate to the team's need gaining approval for expenditure in line with Turning Point's procedures
	Identify and escalate priority issues	<ul style="list-style-type: none"> Do not ignore a quality or risk issue. Raise it with a manager or find someone else if they are not available Use the appropriate channels to escalate risks and concerns, including DATIX, email, telephone etc.

Dimensions	Direct reports	No
	Total staff overseen	N/A
	Internal contacts	Staff
	External contacts	Visitors, referrers, third party services, service users
	Planning outlook	
	Problems solved	
	Financial authority	N/A

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Able to demonstrate effective written and oral communication skills in a variety of formats including; face-to-face, telephone, online ▪ Ability to work as part of a team, demonstrating support to other team members and other teams ▪ Respectful and encouraging of people regardless of their different backgrounds ▪ Customer focussed approach to both internal and external customers ▪ Quality focussed - ensuring own work is carried out to acceptable levels 	<ul style="list-style-type: none"> ▪ Spoken knowledge of one or more community language commonly used by local people ▪ An interest in health, wellbeing and community support services

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Fluent written and spoken English ▪ Good written and oral communication skills ▪ Basic numeracy and literacy skills ▪ Experience of managing your own time ▪ Awareness of the limits of your own skills and ability to work within them ▪ Good IT skills ▪ Able to respect confidentiality even in difficult situations 	

	<ul style="list-style-type: none"> ▪ Able to identify, assess and manage risks ▪ Ability to work under pressure and meet deadlines 	
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ▪ Customer care/service ▪ Relevant experience in health and social care/or interest in the sector ▪ Qualification to GCSE/O level or equivalent ▪ Ability to use Microsoft office applications to an intermediate standard 	<ul style="list-style-type: none"> ▪ Reception duties ▪ Relevant qualification in health and social care/or interest in the sector

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ▪ A flexible approach to work and an ability to work unsocial hours and/or in a variety of locations, as required ▪ Able to maintain professional boundaries 	