

## JOB DESCRIPTION

<b>Job title</b>	Wellbeing Coordinator (Total Wellbeing Luton)
<b>Sector/function</b>	Mental Health
<b>Department</b>	Operations
<b>Reports to</b>	Wellbeing Coordinator Team Leader
<b>Grade</b>	2

<b>Job purpose</b>	<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"> <li>▪ Processing referrals, general enquiries, appointments, collect and input personal data</li> <li>▪ Support interventions via telephone, email and online pathways for new and existing Total Wellbeing Luton service users.</li> <li>▪ Offering clients cross referral services available through Total Wellbeing Luton</li> <li>▪ Provide administrative support to all areas of the service</li> </ul>
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<b>Key accountabilities</b>	<p>Answer calls and respond to other types of contact, including email, text, letters, and online referrals</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Utilising Total Wellbeing Luton agreed platforms to process contacts.</li> <li><input type="checkbox"/> Servicing the single point of access (SPOA) for all contacts into the service</li> <li><input type="checkbox"/> Answering contacts with professionalism, care and compassion.</li> <li><input type="checkbox"/> Being prompt and concise in supporting service users to achieve outcomes to improve their physical and mental health and wellbeing.</li> </ul>
	<p>Process referrals and carry out initial screening / triage and follow up actions</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Engage in training to process referrals and update initial assessment details</li> <li><input type="checkbox"/> Supporting staff within services by relaying accurate information regarding referrals and assessments</li> <li><input type="checkbox"/> Continual knowledge update to enable the offering of additional support programmes available within Total Wellbeing Luton to service users</li> </ul>

	Respond appropriately to enquiries accessing the relevant 'Knowledge base' for that service/individual/locality or other researched information as appropriate	<input type="checkbox"/> Supporting and signposting people to access required information from Total Wellbeing Luton and external community provision. <input type="checkbox"/> Updating the knowledge base appropriately and with involvement from service staff and approval from manager <input type="checkbox"/> Reporting where the knowledge base is lacking detail or information <input type="checkbox"/> Working as a team to ensure that the knowledge base is accurate and up to date
	Support the coordination of an individual's journey with the service from initial contact, <b>entering new</b> Service User / Client / Customer information into the system	<input type="checkbox"/> Participate in training and learning sessions about Total Wellbeing Luton's Client Record systems and other related systems <input type="checkbox"/> Outline through the management line queries or areas to improve within the system as it is being used <input type="checkbox"/> 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, <b>updating existing</b> Service User / Client / Customer information	<input type="checkbox"/> Carry out calls with service users upon commencement and discharge of the service at agreed intervals to establish requirement <input type="checkbox"/> Ensure that notes and records are accurate and swiftly updated. <input type="checkbox"/> Comply with policies, procedures and the Law, especially in relation to GDPR <input type="checkbox"/> Ensure that any areas of concern or risk are raised through the management line or directly with staff from services, where appropriate
	Carry out administrative tasks relevant to Wellbeing Coordinator duties	<input type="checkbox"/> Includes letter writing, booking appointments, printing, data input, emails, recording promotional activity, minute taking (as required) (The above task list is not exhaustive)  <input type="checkbox"/> Undertaking ad hoc office duties when and where necessary and as requested by your line managers. <input type="checkbox"/> Ordering stationery, supplies and equipment as appropriate to the team's need gaining approval for expenditure in line with Total Wellbeing Luton and Turning Point's procedures

	Identify and escalate priority issues	<input type="checkbox"/> Do not ignore a quality or risk issue. Raise it with your line manager, another line manager or seek advice for escalation from a colleague, if managers are not available <input type="checkbox"/> Ensure risk responsibility has been passed over through acknowledgement – Do not assume <input type="checkbox"/> Use the appropriate channels to escalate risks and concerns, including DATIX, email, telephone etc.
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<b>Dimensions</b>	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

<b>Job title</b>	Wellbeing Coordinator (Total Wellbeing Luton)
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<b>Personal effectiveness</b>	Essential	Desirable
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	<ul style="list-style-type: none"> <li>▪ Able to demonstrate effective written and oral communication skills in a variety of formats including, telephone, online, email and letters</li> <li>▪ Ability to work as part of a team, demonstrating support to colleagues and wider teams</li> <li>▪ Respectful and encouraging of people regardless of their different backgrounds</li> <li>▪ Customer focussed approach to both internal and external customers</li> <li>▪ Quality focussed - ensuring own work is carried out to expected levels</li> </ul>	<ul style="list-style-type: none"> <li>▪ An interest in health, wellbeing and community support services</li> </ul>
<b>Technical effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>▪ Fluent written and spoken English</li> <li>▪ Good written and oral communication skills</li> <li>▪ Awareness of the limits of your own skills and ability to work within them</li> <li>▪ Competent IT skills</li> <li>▪ Able to respect confidentiality even in difficult situations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of CRM systems</li> <li>▪ Working knowledge of Microsoft 365</li> </ul>
	<ul style="list-style-type: none"> <li>▪ Able to respect change and awareness of GDPR &amp; confidentiality</li> </ul>	

	<ul style="list-style-type: none"> <li>Ability to work within agreed remits and follow processes and procedures</li> </ul>	
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> <li>Customer care/service experience</li> <li>Qualification to GCSE/O level or equivalent</li> <li>Ability to use Microsoft office applications to an intermediate standard</li> </ul>	<ul style="list-style-type: none"> <li>Experience of Contact Centre or High Contact demand</li> <li>Experience of working in a demand led environment</li> </ul>

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> <li>A flexible approach to work and an ability to work unsocial hours and/or in a variety of locations, as Required</li> <li>Ability to accept the current and any possible future changes to the varied shift pattern to cover the hours of Monday – Friday 8am til 8pm and Saturday 9am til 4pm.</li> <li>Able to maintain professional boundaries</li> </ul>	