

JOB DESCRIPTION

Job title	Wellbeing Coordinator Team Leader (Contact Point)
Sector/function	Mental Health
Department	Operations
Reports to	GSD Manager
Grade	4

Job purpose	<p>To manage 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"> ▪ Overseeing the management of referrals, general enquiries, appointments, progress calls, follow up calls, data collection and harm reduction information. ▪ Overseeing and maintaining quality of interventions by telephone, email and other channels of contact, including Web (Chat Assist), Social Media, etc. with new and existing Turning Point service users. ▪ Supporting and managing the Wellbeing Coordinator team to ensure the provision of a high quality, friendly and effective point of contact for people using the Luton Wellbeing service. ▪ Liaising with managers across the wider service to: <ul style="list-style-type: none"> - Manage pathways across the service - Ensure an up to date and aligned knowledge base is held by the Wellbeing Coordinator team
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Key Generic Accountabilities	Key Generic Activities / Decision Areas
1. People management	<ul style="list-style-type: none"> ▪ Lead, manage and motivate the team to ensure SLA's & KPI's are achieved on a daily, weekly & monthly basis while maintaining quality ▪ Maintain an up to date working knowledge of our services and policies, to provide a point of escalation ▪ Provide encouragement to team members, including communicating team objectives and identifying areas for new training or skill checks ▪ Ensure all team members are appropriately trained to ensure that enquiries are correctly identified and actioned in accordance with the processes and procedures ▪ Work with colleagues across the service to upskill and develop the Wellbeing Coordinator team as a central point of contact for service and community information ▪ Work with colleagues across the service to upskill and develop the Wellbeing Coordinator team to take a Making Every Contact Count approach, delivering services in a person centred manner to encourage access to support and behaviour change as appropriate ▪ Demonstrate and embed an understanding of and commitment to the Company's strategy, culture and values ▪ Encourage a culture of continuous performance improvement at both an individual and service level ▪ Building a cooperative and collaborative team that is flexible and adaptable to changing requirements ▪ Assigning work to team members, monitoring and supervising the day-to-day delivery and quality standards of the work ▪ Coordinating one-to-one staff supervision, team meetings and peer support sessions ▪ Openly and honestly participating in regular performance management meetings agreeing objectives, identifying specific actions and development needs, reflecting on performance, providing constructive feedback and assessing against the competency framework ▪ Ensuring team members have the time to prepare for performance meetings during working hours ▪ Providing effective coaching to team members in the required technical and behavioural competencies ▪ Agreeing and implementing plans for reaching and maintaining performance standards where appropriate including capability assessments and disciplinary investigations

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	<ul style="list-style-type: none"> Actively monitoring attendance and absence undertaking return to work interviews and implementing absence management procedures as necessary Resolving any grievance issues informally where possible and/or hear Stage 1 formal process Participating in recruitment and selection of new employees as part of the interview panel Undertaking Induction of new employees and ensuring they participate in the Core Training programme as appropriate Undertaking probationary assessments taking appropriate actions in a timely manner Undertaking staff appraisals taking appropriate actions in a timely manner Taking responsibility for own self development
2. Quality	<p>To ensure quality standards are maintained by:-</p> <ul style="list-style-type: none"> Providing call monitoring, feedback and development to ensure staff provide the highest levels of quality and care Monitoring team's performance to ensure it meets expectations and agreed performance criteria Reporting variances to expected performance to the Service Manager Monitoring contract performance where required to do so by the Service Manager Participating and utilising management information and service user data collection systems as appropriate Ensure that there is sufficient capacity within the team to achieve required level of service for this contract
3. Own Development	<p>To continuously review own performance and development needs to assist growth and development by:-</p> <ul style="list-style-type: none"> Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. Participating in training and development opportunities as agreed within the Performance Management process
4. Health, Safety & Risk Management	<p>To ensure Health and Safety standards are maintained and risk is mitigated to the lowest level possible by:-</p> <ul style="list-style-type: none"> Ensuring a good standard of general housekeeping within the team's environment Ensuring all Health and Safety concerns are appropriately reported and action taken in a timely manner Ensuring that task-based and, where appropriate, clinical risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible Ensuring full compliance with all Health and Safety requirements within the team Participating in regular reviews of the business continuity plan where appropriate Ensuring staff take personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments Ensuring staff comply with partner H&S policies and procedures where appropriate Following the formal reporting process for serious untoward incidents and accidents
5. Compliance	<p>To ensure compliance with internal and external standards and codes of conduct by-</p> <ul style="list-style-type: none"> Meeting all regulatory requirements Complying with Turning Point's Code of Conduct, policies and procedures
6. Miscellaneous	<p>To undertake any other duties reasonably requested by the Service Manager</p>

Service Performance Specific Key Accountabilities	Service Performance Specific Key Activities/Decision Areas
8. Service user	To monitor the contacts and interaction between Wellbeing Coordinators and people in

contacts	<p>contact with the service ensuring it meets required quality standards by:-</p> <ul style="list-style-type: none"> ▪ Carrying out audits on the interactions made by Wellbeing Coordinators, including shadowing where appropriate ▪ Support the team to maintain and develop their full competencies in appropriately supporting people's needs ▪ In the case of a difficult or complex service user, or as a part of formal supervision, providing support and coaching to the team, e.g. helping to make the difficult service user decisions, or be the escalation channel if the situation requires it ▪ Taking appropriate action in line with policy and procedure, to manage performance including attendance and time keeping
9. Service development	<p>To assist in the development of the service by:</p> <ul style="list-style-type: none"> ▪ Overseeing the Wellbeing Coordinators knowledge base of the local area and working with colleagues across the service to ensure a coordinated and comprehensive approach to signposting and maintaining local community networks ▪ Play an integral role in the overseeing and maintaining pathways into the service, working with colleagues and managers across the service to review and improve pathway development ▪ In liaison with the Service Manager, representing Turning Point at external meetings as required, ▪ Working with the Service Manager to enhance, develop and expand the service ▪ Putting forward new ideas on service development to the Operations Manager ▪ Providing feedback to the Service Manager service-relevant information or intelligence

Role Dimensions	
Direct reports	5 – 10
Total staff overseen	5 – 10
Internal contacts	Service workers, service and direct line managers, wellbeing coordinators, performance lead
External contacts	Visitors, referrers, third party services, service users
Planning outlook	
Problems solved	
Financial authority	May be responsible for; petty cash, placing/authorising orders

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<p>Excellent people, influencing and communication skills, oral and written.</p> <p>Ability to adapt communication to suit the audience and provide a model all e.g. service users, commissioners or staff</p> <p>Good time management and able to work to deadlines</p> <p>Able to manage a fast paced, varied and demanding workload</p>	

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	<p>A participative leadership and management style in normal circumstances</p> <p>Able to work under own initiative and to proactively initiate process enhancements</p> <p>Personal resilience and drive to succeed</p> <p>Committed to personal and professional development</p>	
Technical effectiveness	Essential	Desirable
	<p>Fluent written and spoken English</p> <p>Numeracy, literacy and IT skills</p> <p>Proficient in MS Office</p> <p>Able to identify, assess and manage risks</p> <p>Experience and proven track record of managing and supervising a team</p> <p>Experience of working towards achieving individual and team objectives</p> <p>A proven ability to gather and collate basic statistical data and presenting numerical data in a clear and understandable format</p> <p>A sound working knowledge of data protection and confidentiality</p> <p>A sound working knowledge of current legislation (e.g. Models of Care) and the ability to translate this into practice</p>	
Acquired experience & qualifications	Essential	Desirable
	<p>Educated to degree level or relevant work/life experience</p> <p>Experience of developing, providing and reviewing community services</p> <p>Experience of working in/managing multi-agency partnerships and proven ability to build good relationships with external organisations</p> <p>A strong understanding of the factors that contribute to health inequality</p> <p>Experience of organising and facilitating meetings</p> <p>Experience of giving presentations and report writing</p>	<p>Proven track record of working in the Public Health field</p> <p>Experience of managing teams within a contact centre environment or similar</p> <p>Experience of managing staff remotely</p> <p>An appreciation and understanding of the delivery of healthy lifestyles and talking therapy services</p> <p>knowledge of behaviour change theory and practice</p>
Other requirements	Essential	Desirable
	<p>A flexible approach to work and an ability to work unsocial hours and/or in a variety of locations, as required</p>	