

JOB DESCRIPTION

Post Title: WELL-BEING OUT REACH WORKER

Responsible to: Project Manager/CEO

Post based at: Willesden Medical Centre, 144-150 High Road, Willesden, NW10 2PT. The post holder will be expected to work remotely, and off-site as part of the Centre's Outreach and other work programmes.

Salary: £25,000 pro rata, per annum.

Pension: An Auto enrolment pension scheme in place. An employee contribute a minimum of 5% of salary to their pension and will receive 3% contribution from Brent Carers Centre.

Duration of contract: Initial contract for the period 12 months, with possibility of extension subject to continued funding

Hours:

- 28 hours per week. This may involve working some unsocial hours in evenings and at weekends for Outreach activities and events.
- Annual leave entitlement is 20 days per annum pro rata plus bank holidays.
- All appointments are made on the basis of satisfactory references, a 6-month probationary period and a satisfactory DBS check.

Purpose of Role:

The Wellbeing Access Worker will work closely with up to 6 GP practices in Brent to improve access and the uptake of Health Checks and Flu jabs for patients with a Serious Mental Health Illness and Carers. The post holder will play a key role marketing and promoting the benefits of health checks and flu jabs, as well as ensuring relationships between both partners are maintained. As a Well-Being Outreach Worker you will work with GPs', Practice Managers, Social Prescribers and other health practitioners within a GP surgery to achieve the project objectives. You will also raise awareness on the importance of identifying carers within the practice and the referral of carers to Carers Support Services and the GP's Carers Register.

- To increase awareness, the benefits and take up of Health Checks and flu vaccines by known SMI patients & carers.
- To increase the early identification of health conditions and needs, resulting in health conditions identified being treated at the earliest opportunity for improved health outcomes.

- Preventing health deterioration from flu symptoms.
- Addressing health inequalities of black and minority ethnic groups with a serious Mental Health Illness and their carers
- Improve the performance of GP's whose Health Checks and flu vaccine records are below acceptable thresholds.
- To reduce poor health and illnesses amongst people of with a serious mental health condition.
- To improve the quality of life and the well-being of a carer.

Main Duties

- Encourage and promote GP's to text their SMI patients & Carers regarding health checks and flu jabs.
- Encourage and raise awareness with GP's to register carers of SMI patients and other carers on their GP practice Carers Register.
- Encourage and promote GP's to text and promote the benefits of health checks and flu jab to the carers of SMI patients.
- Help or assist in the creation of posters to raise awareness of the issue for GP notice boards & flyers for outreach activities.
- Host in-house information sessions & targeted events to engage with hard to reach SMI patients & their carers.
- Deliver wellbeing advice on Health Checks and flu jabs in person, face to face, virtually, over the telephone and in groups to understand the benefits and take up the service..
- Encourage patients to share their email address with their GP, thus improving communications links with patients & their GP.
- Improve health inequalities by including a focus to Black and minority ethnic patients & the benefits of health checks and flu jabs.
- Promote additional support services available at Brent Carers Centre and other community agencies, in response to patients needs.
- Working with GP's to deliver tailored outreach services for successful outcomes.
- Make links and participate in Brent Health Matters Well-being Events to promote the benefit of Health checks and flu jabs for SMI patients directly to the community in Brent.
- Make links and promote the benefits of benefit of Health checks and flu jabs for SMI patients via Health Educators outreach activities taking place in the community with a particular focus on black and minority ethnic groups.

Outreach & Networking

- To develop excellent working relationships with other voluntary sector agencies, local authority and NWL Health staff etc., to work in partnership with them to promote Brent Carers Support Services and Wellbeing Services available to SMI patients & Carers.
- To give presentations on the service you work on and other Brent Carers' Centre support services to a variety of audiences in the borough.
- Assist the team with the distribution of leaflets, posters around the borough.

Administration

- Share information on outcomes achieved, successes and anonymised mini case studies for promotion on our Social Media platforms sites E.g. Website, Facebook and Twitter.

- To be self-supporting administratively.
- To be self-servicing in the use of IT and the range Microsoft Office programmes/software.
- To work collaboratively in accurately maintaining the services central filing system & records.

Data Management and Reporting

- To comply with all relevant confidentiality and data protection policies and procedures including those defined by law.
- To accurately record and enter all client contacts/casework using Charity Log database and other paper/digital systems to keep client and organisation data up-to-date and accurate.
- To collect and record relevant information for the purposes of monitoring & evaluation, service user outcome measurement, service improvement and quality assurance management.
- To produce reports and case studies as required by CEO and other key stakeholders.

Working within Brent Carers Centre

- To work flexibly within the team supporting colleagues and sharing skills and knowledge as required to provide an effective and reliable service.
- To work collaboratively with the rest of the team on joint activities for carers and outreach Well-Being activities in Brent.

General

- To attend and contribute to team, supervision and staff appraisal meetings.
- To be willing to work the occasional weekend / evening when required.
- To attend and contribute to training where appropriate as directed by your line manager.
- To undertake any other appropriate duties commensurate with this post.
- To act at all times in accordance with all Brent Carers Centre's policies, procedures and quality marks.
- To work in co-operation and collaboration with colleagues from within Carers Trust, Carers UK and any other umbrella agency which Brent Carers Centre is a member of.

WELL-BEING OUT REACH WORKER

Person Specification

	Essential/ Desirable	Application Documents	Assessment Test	Interview
Qualification				
GCSE's, A Levels or Diplomas	D	✓		
Possession of NVQ 2 or equivalent	E	✓		
Relevant Experience				
Experience of working with professionals and developing effective networks/working relationships.	E	✓		✓
Excellent IT skills (including proficiency in Microsoft Office packages).	E	✓	✓	✓
Excellent administration, monitoring, IT, and record keeping skills.	E			✓
Experience of working with vulnerable adults and diverse communities.	E	✓		✓
Skills and Competencies				
Ability to work on own initiative as well as to organise and prioritise own workload to meet job objectives.	E			✓
Ability to work in different environments and deal with conflicting demands.	E	✓		✓
Ability to work with people with mental health problems.	D	✓		✓
Excellent problem solving skills, initiative and creative approach to working.	E	✓		✓
Excellent Listening & interpersonal skills.	E			✓
Ability to speak community languages.	D			✓