

**Position:** Wellbeing Co-ordinator – Under 50s Helpline  
**Reports to:** Centre Manager  
**Key Relationships:** ETF Staff  
 Voluntary Sector Partners, Local Authority SEN team,  
 Jobcentre Plus, Partner Agencies, Schools, Colleges,  
 Employers and parents/carers  
**Annual Leave:** 28 days inclusive of statutory bank holidays  
**Place of Work:** Torquay - also required to work at other sites as directed  
*(Must be capable of travelling for business related purposes)*  
**Contract:** 30 hours p.w. Fixed term until 31<sup>st</sup> March 2023  
**Salary Band:** £ 17,200 (- £21,500 pro rata)

**This role is subject to an enhanced DBS check with a 6-month probationary period.**

**Overview:**

This role is vital in supporting the Centre Manager to provide a professional service to all our learners, customers and stakeholders. You will be a front-line contact for the company, providing 1:1 and group support and signposting for wellbeing.

To support the social care and wellbeing needs of adults in Torbay under the age of 50, by providing support information and guidance to them, their carers and families, and developing tailored wellbeing plans with the aims of reducing isolation, increasing confidence, improving their quality of life and self-management, and helping them to achieve identified goals, as well as developing working relationships with partner organisations and identifying gaps in provision.

This role will provide cover for the triage element for Mental Health on the Torbay Community Helpline. This post is funded for one year, and has been developed following 18 months of experience in working with Mental Health, with people either referred/self referral through the Torbay Community Helpline. It has become evident that under 50s need support with their Wellbeing.

The role will be based with a partner organisation within the voluntary sector, with reporting into Age UK Torbay, and Torbay Community Helpline. This post fits into a South Devon and Torbay programme and within the Torbay Community Helpline, and as such will be expected to feed into the Torbay and South Devon development and learning framework.

Eat That Frog have four training centres (Torquay, Paignton, Newton Abbot and Plymouth) and although you may be primarily based in one centre, you may be called upon to cover other centres as required.

**Key Objectives:**

<b>Objective</b>	<b>Measured by</b>
1. Inform Customers/learners	<i>Customer voice/ Feedback</i>
2. Ensure hospitality and welcome to all people using our centre	<i>Observation, Feedback</i>
3. Ensure timeliness of work	<i>Ticket system, Feedback</i>
4. Demonstrate high quality work	<i>Audit, Accuracy, awarding organisations</i>

5. Demonstrate positive interpersonal relationships	<i>Behaviours, Feedback</i>
6. Ensure a safe and healthy environment	<i>Risk assessment, Safeguarding/Prevent records</i>
7. Achieve a positive fun and interesting customer environment	<i>Customer voice, feedback</i>

### Responsibilities:

#### Support for wellbeing and mental health:

- Receive referrals via the Helpline and developing a specific wellbeing plan for each client by means of guided conversations, to identify their specific needs (such as developing friendships and reducing social isolation, coping with practical problems, etc.) and (if necessary), to include carers and family members in helping to achieve the identified goals
- Assisting with accessing services and information and navigating through mainstream services such as counselling.
- Providing advocacy, mentoring and peer support
- Enabling each individual to measurably improve their sense of wellbeing, to feel empowered to sustain independence and achieve optimum levels of functioning, and to learn adaptive coping skills
- Reducing dependency on acute and emergency services, and developing strategies for coping where conventional support networks fail to support their wellbeing needs
- Provide Mental Health cover for annual leave, sickness, etc, on the Torbay Community Helpline
- Group work to increase confidence, motivation, loss and grief etc
- Working with the Torbay Community Helpline, the Triage partners, statutory sector to and work towards a 'what matters to a person' not 'what is the matter with a person' approach, and that people are connected to the right community support.
- Working within a team of established Wellbeing Co-ordinators, and alongside other partners within the voluntary sector.
- Create an inclusive 'place of welcome' where new and existing customers can be supported to progress their wellbeing, with regards to: The ability to effectively manage feelings, The ability to form positive relationships, Positive peer group relationships and social connections, Effective planning and problem-solving skills, Effective life and organisational skills, Effective decision-making skills
- Signpost and support customers in the most appropriate way – e.g. towards courses or workshops, support groups or to specialist external support, being mindful of safeguarding and client confidentiality at all times.
- Undertake full induction and training, sharing skills and approaches across the other partnership subcontractors in: outcomes star, safeguarding, Restorative practice, trauma informed practice, resilience framework, Mental Health tools and techniques with Monthly supervision for all staff including MH supervision support and training
- Data capture on ETF systems and for external partnership (via Apricot system) including equality & diversity monitoring.
- Compiling case studies and timely reports (while following guidelines around customer confidentiality)

### Administration

- Create a friendly and welcoming atmosphere for customers and visitors to our centres
- Handling Phonecalls/Texts/Emails – providing a professional, prompt, accurate and friendly response (you need excellent communication skills and spoken English).
- Gather feedback, progression information and responses to surveys
- Support tasks within centre as advised by Centre Manager.

### Facilities

- Ensure all work is undertaken in accordance with health and safety rules and policies.
- Support H&S risk assessments and checks, reporting concerns to management
- Report local centre maintenance issues to the facilities coordinator

### Administration

- Ensure your Customer/Learner administration, online systems and documentation is accurately completed within the required timeframe
  - Use of data management systems internal and external to Eat That Frog to comply with funding guidelines
  - Track progression and destination of learners during and after completion of ETF provision
- Maintain secure filing systems for learner information
- Provide live and timely information to management
- Take minutes/actions for meetings and events (quality, staff, EHCP, etc)

### General:

- Assist with gaining and maintaining the IIP, MATRIX and other standards within ETF
- Comply with all Company Policies and legal requirements with special reference to Health and Safety; Data Protection, Safeguarding and the promotion of Equal Opportunities at all times
- Travel as required for business to support other ETF centres, community based delivery and to meet wider business needs.
- Maintain and promote your workplace as a clean and healthy environment
- Undertake any other duties required by senior management.
- Maintain a smart appearance
- Be a positive ambassador for Eat That Frog

### Safeguarding:

ETF is committed to safeguarding and promoting the welfare of learners, including children and young people, and expects all staff and volunteers to share this commitment. This role is subject to an enhanced DBS check with a 6 month probationary period.

Person Specification	Essential	Desirable
<b>Qualifications</b>		
Level 2 Information, Advice & Guidance or equivalent or willing to undertake		✓
Literacy & Numeracy level 2 or equivalent		✓
Health & Safety level 2		✓
<b>Skills &amp; Experience</b>		
2 years Office / Administrative experience	✓	
Excellent knowledge of Microsoft Office and ICT systems	✓	
Experience of working with customers to offer support with health & wellbeing	✓	
Experience of working to company policies	✓	
Ability to maintain accurate records	✓	
Ability to meet legal requirements, with a current understanding of data protection, freedom of information and other legislative requirements	✓	
Good attention to detail	✓	
Excellent written communication and good range of vocabulary	✓	
<b>Personal &amp; Work related attributes</b>		
Smart appearance & cleanliness	✓	
Demonstrate a positive and cheerful attitude	✓	
Demonstrate flexibility and enthusiasm at all times	✓	
Demonstrate a good level of spoken English	✓	
Maintain client confidentiality	✓	
Work calmly under pressure	✓	
Work effectively as part of a team	✓	
Work under own initiative and able to take instruction	✓	
Work flexibly to fulfil the role requirements	✓	
Committed to equality of opportunity	✓	