



**COMMUNITY
TRUST**

WELLBEING SUPPORT COORDINATOR £23500 (FTE)

ACCOUNTABLE TO

Wellbeing Programme Manager

WORKING HOURS

Full time or part time (TBA), Monday to Friday. Flexibility required as occasional evening or weekends may be needed.

LOCATION

The role will be based in Maidenhead, with flexible home working available.

PURPOSE OF ROLE

Wellbeing Support Coordinators to work as part of our new integrated Wellbeing Support programme.

The overall purpose of the Wellbeing Coordinator role will be to:

- Improve the health and wellbeing outcomes of adults referred through the programme, some with complex needs; with the aim of enabling individuals to maintain and increase independence and reduce isolation.
- Provide person-centred support that enables individuals to have greater control and opportunity, as well as achieve their personal targets and outcomes.
- Develop tailored packages providing opportunities which respond to individual's needs and interests. This will be achieved through working with volunteers and other community organisations to ensure that the individuals also have the support they need to gain the confidence to take part in new social, health and wellbeing activities.

RESPONSIBILITIES AND DUTIES

- Manage referrals directly from individuals, families/support networks, health professionals and social prescribing. Ensuring all are addressed in a professional and efficient manner.
- Provide information on the services we provide, giving advice and guidance to clients, families and professionals
- Deliver person-centred approach to supporting individuals, ensuring the service is responsive to their needs, wishes and aspirations.
- Carry out telephone interviews, home visits and face-to-face meetings with referred individuals to establish their challenges and needs.
- Develop effective relationships with all stakeholders (including volunteers and community partners) working together to design and agree action plans for

those referred with the aim of supporting them to improve their health and wellbeing.

- Signpost and facilitate access to appropriate sports, leisure and social activities.
- Regular review/evaluate action plans ensuring that the clients are kept updated and are at the heart of the process.
- Maintain client engagement records and provide data for monitoring & evaluation.
- Effective collaboration with our statutory and voluntary/community sector partners.
- Adhere to the Maidenhead United FC Community Trust policies and procedures with specific attention to lone working, safeguarding, confidentiality and data protection.
- Supporting the equal opportunities, diversity and inclusion agenda, ensuring services are accessible to all sections of the community.
- Undertake relevant internal and external training; demonstrate commitment to personal and professional development.

ESSENTIAL EXPERIENCE AND SKILLS

- Experience of working in health, education, or the voluntary and community sector.
- Self-motivated, with ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines.
- Ability to plan own workload, prioritise and swap between tasks, whilst remaining focussed.
- Confidence in communicating with clients, families, volunteer and community partners in meetings, by telephone and email. Adapting communication style where required.
- Ability to forge effective relationships at all levels.
- An understanding of physical, emotional and attitudinal barriers facing vulnerable adults.
- A team player, supportive of colleagues with high levels of empathy
- Enjoys working with people, good listening skills and motivation to provide exceptional person-centred solutions to those needing support.
- Ability to provide exceptional service delivery and a positive experience to all stakeholders.
- Ability to motivate and empower those referred to the programme.
- Proficient in using word, excel, websites and experience of using a database.
- Hold a full driving licence and use of vehicle for business purposes.

Desirable Experience

- Experience of working with vulnerable clients.
- Knowledge of local area and services.

Post is subject to references and a satisfactory enhanced Disclosure and Barring Service check

A bit about us

MAIDENHEAD UNITED FC COMMUNITY TRUST

The Maidenhead United FC Community Trust is a charitable incorporated Organisation (Charity No: 1160950) established with the objective of using the popularity and profile of football to help engage the local community and inspire people of all ages, abilities and backgrounds to participate in healthy recreation.

We aim to create participation opportunities for all, including those in greatest need. Our key objective is to help people to improve their health and wellbeing; build confidence; develop their skills; overcome challenges and fulfil their potential.

OUR WELLBEING SUPPORT PROGRAMME

Over the last 18 months, the Maidenhead United FC Community Trust has been working in partnership with the Royal Borough of Windsor & Maidenhead and Frimley Health & Care to establish the Wellbeing Circles service.

The Wellbeing Circles initiative is an integrated community support service for vulnerable people living within the local community, particularly individuals who have recently been safely discharged from hospital or are at risk of admission into hospital or adult social care.

The Wellbeing Circles service is person centred and focusses on establishing tailored circles of community support for individuals designed to enable them to re-establish and/or maintain independence at home, develop confidence and reduce social isolation and loneliness.

As the lead community partner within the Wellbeing Circles initiative, our role is to work with referred individuals to identify practical, social and leisure activities which they would like to participate within, as well as their needs and or the barriers to engagement. Working with the help of local volunteers and other community organisations we then co-ordinate and manage the establishment circles of community support designed to enable individual back into activity and independence.

Following the success of this pilot initiative, with the support of the Royal Borough of Windsor and Maidenhead, the Maidenhead United FC Community Trust is now looking to expand our Wellbeing Programme so that we can continue to provide targeted support through our Wellbeing Circles initiative, whilst expanding this model to provide preventative, early intervention community support for people at risk of social isolation, loneliness or gaining long term health conditions.

Our aim is to build on and extend the Wellbeing Circles approach and establish a direct engagement/community referral model to complement our existing health and social care referral model, whilst extending our network of volunteers and partner organisations.