



JOB DESCRIPTION

JOB TITLE: Wellbeing Prescribing Assistant

EMPLOYER: Slough Council for Voluntary Service (Slough CVS)

LOCATION: Based at Slough CVS, 27 Church St, Slough, SL1 1PL

REPORTING TO: Wellbeing Prescribing Manager

HOURS: 35 hours per week (full time)

SALARY: £20,000-£22,000

Main Duties and Responsibilities

The Wellbeing Prescribing Assistant will be responsible for delivering a person-centered service, supporting people to improve their health and wellbeing by connecting with services in their community. The assistant will be a vital community resource, responsible for client and referral engagement and developing effective working relationships with Neighbourhood Services, Health and Social Care and Third Sector providers.

1. Service Delivery

1.1 Undertake one to one holistic assessments by telephone, email or video calling (or any other digital platform) and develop personalised action plans

1.2 Proactively identify people's needs to ensure they get the right support to meet their needs

1.3 Proactively monitor client outcomes and provide feedback to original referrer

1.4 Provide information on services locally, including signposting and coordinating pro-active referrals

1.5 Provide timely feedback to Wellbeing Prescribing Manager on the support provided to clients

1.6 Promote a culture based on the principles of person centered support, ensuring dignity, choice, respect, independence and rights are upheld always

2. Service Development

2.1 Develop and manage the services' social media presence to allow service users the opportunity to arrange their own social gatherings

2.2 Develop and facilitate small support cafés for service users, with the end goal of creating independence

2.3 Create and manage an innovative communication platform

2.4 Actively monitor and report on gaps in local neighbourhoods

3. Communications

3.1 Develop and maintain effective working relationships with key community-based service providers to ensure effective and smooth onward referrals

3.2 Develop and maintain good communication with people accessing the service to ensure the needs and preferences of individuals are met

3.3 Develop, maintain and build knowledge of services across the voluntary and community sector based services

3.4 Collect up to date information about providers, services and activities from the Private, Voluntary and Community Sector for the Slough Health.org, Slough Carers and any other relevant websites required by the project

3.5 Develop and maintain effective working relationships with Neighbourhood Service's staff

4. Monitoring, Reporting and Evaluation

4.1 Produce and submit service monitoring reports to the Wellbeing Prescribing Manager in the agreed format and in accordance with agreed timescales

4.2 Maintain systems to keep accurate records relating to the delivery and outcomes of the service, including client case notes

5. Training and Development

5.1 Attend one-to-one meetings and annual performance appraisal meetings with the Wellbeing Prescribing Manager

5.2 Attend any relevant training identified by your Manager to extend and update own knowledge

6. Other Responsibilities

6.1 Adhere to Slough CVS's policies and procedures at all times including Equal Opportunities, Health and Safety, Lone Working, Confidentiality and Data Protection protocols and Safeguarding

6.2 Responsible for producing own correspondence, performing and maintaining all administrative tasks

6.3 To support the SPACE Operations team with administrative tasks

6.4 Undertake any other additional tasks as reasonably deemed appropriate to meet the needs of the service

Person Specification (see page 4-5)

Skills, knowledge and experience

The ideal candidate will have knowledge, experience, skills and a proven track record in the following areas:

Experience	Essential (E), Desirable (D), Application (A), Interview (I)
At least 2 years' experience of working in the voluntary and community sector or a health/social or community setting (e.g. advocacy, nursing, psychology, physiotherapy, counselling, coaching or social work).	D, A
Experience of developing and understanding partnerships with a range of public and voluntary sectors	E, A
Experience of working in a health/social setting	D, A
Experience of using and maintaining databases and client notes	E, A, I
Experience of working with and supporting volunteers	E, A
Experience of monitoring outputs and outcomes of projects	E, A, I
Experience of working in a customer facing role with excellent people skills	D, A
Experience of providing support, information and advice	E, A, I
Experience of working with people with long term conditions	D, A
Skills	
Excellent co-ordination and organisational skills, including ability to prioritise and plan own workload, manage multiple tasks and work to tight deadlines	E, A, I
Excellent communication, interpersonal, written and presentation skills, including experience of communicating with a variety of audiences	E, I
Ability to deal with complex and emotional situations	E, A, I
Ability to work unsupervised and make decisions with an ever-changing workload	E, I
High computer literacy, including knowledge of Microsoft office (Word, Excel, Outlook)	E, A
Promote diversity	E, A
High degree of empathy, understanding, honesty and integrity	E, A

Understanding of confidentiality and the Data Protection Act	E, A, I
An understanding of the concept and benefits of social prescribing	E, I
Ability to deliver high quality services	E, A, I
Strong motivational skills and the ability to innovate and inspire	D, A
Fluent in another language i.e. Punjabi, Urdu, Hindi, Polish	D, A