

Health and Wellbeing Assistant's Care and Support

Overview

Role Purpose	To enable vulnerable individuals to remain in their own home and live independently
Responsible for	Providing outcome-focused support to customers, promoting health, wellbeing, dignity, choice, and independence
Reports to	Health and Well-being Coordinator
Line management	N/A
Hours	37 hours Full time
Type of Contract	Fixed term Contract 12 months (possibility of extension)
Location	Schemes in Newham, London
Expectation Level	Colleagues

Role relationships

Internal	Managers and colleagues working within the service
External	Families of our customers, referral agents, statutory, third sector and voluntary community groups working with us to support our customers

Role accountabilities

Key tasks:

- To work closely with customers, and their families/carers where appropriate, to develop person-centred care and support plans that address customer-assessed need and develop risk management plans that allow positive risk taking
- Meet regularly with customers to support them to achieve their goals, as set out in their support plan and or Health and well- being assessment
- Listen to customers to ensure you are meeting their needs
- Ensure customers have information about local services that can support them to remain in their home and achieve their goals
- Encourage customers to become involved in shaping the services we provide
- Build professional working relationships with customers and colleagues; always remember you are working in peoples' homes and should respect their wishes
- Ensure you always behave and look professional, promoting NHG's reputation

Role accountabilities

- Ensure you work to individual support plans and assessments
- Let your manager or a senior member of staff know if you are concerned about the health or wellbeing of any resident
- Provide secondary or duty cover in the service as necessary
- Record your activities on NHG's systems as required
- Assist customers to develop life skills where identified in the support plan, e.g., budgeting, shopping, meal preparation

Duties: Support and Delivering Activities:

- Support and enable customers to access health and wellbeing services as identified in the support plan, e.g., assist in making and attending appointments
- Conducting Support plans twice yearly and Health and wellbeing assessments where appropriate
- Managing a small case load of at-risk vulnerable customers, undertaking risk assessments
- Raising Safeguarding alerts
- Updating information data bases
- Support customers to access appropriate advocacy services
- Support with accessing community activities, including those with a health focus
- Support with maintaining / re-establishing familial and other natural relationships
- Support to connect with universal and specialist services, such as befriending
- Providing support and information around physical and mental health- i.e., referring Customers for mental health assessments
-
- Sign posting residents to services
- Assistance to understand what a healthy lifestyle is and how to apply to individual circumstances –
- Support and advice to users on equipment, adaptations and access including assistive technology

- Be always responsible for your safety and follow lone working good practice

Life skills – bridging and managing finances- in conjunction with housing team

- Support to manage personal finances and budgeting. Providing advice on bills and debt relating to managing a home
- Support to help Customers prevent or manage debts, referring to outside debt management services where appropriate

To organise and deliver, a range of activities to engage residents

“Get connected and stay active.”

- The range of activities, events range from weekly exercise classes, connect online to unique events such as trips to the seaside. The activities offering needs to reflect Newham Age well strategy. Thus, be a generated from a combination of methods including meeting with Customers and identifying their needs and identifying the range of activities offered in the community, accessed by Customers. Collaborating closely with partners to join up resources to deliver directly to schemes or in partnership with third sector, community groups, tutors, volunteers, and statutory agencies.

Reporting & admin

- To assist Health and well-being co-ordinator to update KPI monitoring database
- To prepare and attend quarterly monitoring meetings with Newham Contracts Officer
- To update Activity calendar and attendance records monthly/quarterly
- Record and update Customers Health and well-being on NHG databases
- Ensure customers are protected from abuse and neglect in accordance with NHG policy on safeguarding adults
- Work in accordance with procedures and best practice, observing, GDPR data protection, seeking advice and guidance if required

General duties

- Continuously improve your skills and the way you work
- Be prepared to travel to support work colleagues to support customers based at Sheltered schemes across the London borough of Newham
- Ensure you follow the financial regulations, policies, and procedures at NHG
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification	
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> • Experience in working with older and vulnerable people • Experience within Care and Support (at least an understanding of Care and Support- Supported housing) sector • Experience with Databases (Excel, Salesforce,) • An understanding of the diverse needs of vulnerable people and the delivery of appropriate support • An understanding of health and safety in the home and workplace • Ability to work unsupervised and use own initiative 	<ul style="list-style-type: none"> • Experience of organising events or activities • Experience with Databases (Excel, Salesforce,)
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Competent IT Skills • Good written and verbal skills • Great organisational skills • Ability to communicate well in English • Accountability and delivery • Understanding of continuous service improvement • Ability to work within deadline • Ability to write person centred care plan and risk assessment 	
Qualifications and/or professional membership	
Essential	Desirable
	<ul style="list-style-type: none"> • N/A

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague expectation level and therefore you should refer to the colleague expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

Please upload your CV and supporting statement limited to 2 A4 pages. Please note a supporting statement is not a cover letter. You will need to address the colleague expectation level and essential criteria listed on the role profile and provide examples of how you demonstrate these skills and well as your experience.

You will be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding

Any appointment to this post is conditional upon and subject to:

- Enhanced DBS and barred list check