



Job Description

Job Title:	Senior Well Being Coordinator
Reports to:	Operations Manager
Direct Reports:	5
Salary	Dependent upon experience
Clearance required:	Enhanced DBS
Key Stakeholders:	Service users, Case Workers, Operations Manager, partner agencies and other external agencies.

Job Purpose

To manage, supervise and oversee a team of Well Being coordinators. To manage own casework load. Prepare reports and feedback to senior management team regarding performance of Well Being team. To advise the Operation Manager of void placements.

Job Description

1	To carry out supervision sessions with Well Being Coordinators
2	To provide support, training and guidance to Well Being Coordinators
3	To coordinate team to ensure all service users experience a full complement of support from our agency.
4	To record supervision sessions on appropriate internal IT systems
5	To manage staff time off in line with internal policy
6	Deal with abandonment and other related issues.
7	Provide order requests and facilitation of new equipment, office furniture to ensure the smooth running of office.
8	Carry out Health & Safety Checks, facilitate and report day to day issues.
9	Record comprehensive case notes, input information onto the database promptly and maintain any other relevant Management Information Systems as required.
10	Comply with all monitoring and evaluation systems, collecting and monitoring information as appropriate and provide reports when required, actively contributing to the service achieving successful service user outcomes.
11	Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.
12	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
13	Keep abreast of policy and professional development within your area of professional expertise.

14	Maintain targets and key performance indicator information as instructed by the Operations Manager.
15	Ensure that vulnerable people are protected through knowledge of Adult and Child Safeguarding Procedures.
16	Work with Therapy team to deal with any anti-social behaviour issues.
17	Ensuring the tenant is fully aware of their tenancy conditions at start up including issuing of keys, tenant handbook and completing the sign-up process; explaining the terms and conditions of the tenancy agreement.
18	Work alongside other relevant agencies and attend multi-agency meetings as required.
19	Deliver Tenancy Ready Training to individual service users or to small groups as required.
20	Work alongside Well Being Coordinator when the service user is ready to move on, to identify suitable move on accommodation options.

Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or equivalent relevant subject) or Professional qualification in Housing i.e. CIH Level 2/3	D
Educated to degree level	D
Good basic education: Maths and English GCSE grades 1-5 (or equivalent)	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Full and clean licence & access to own vehicle	E
Knowledge/ Previous Experience	Essential or Desirable
An understanding of issues that service users face in their everyday lives.	D
Ability to maintain and work within professional boundaries.	E
Knowledge of completing assessments including comprehensive risk assessments.	E
Knowledge of safeguarding adult and child(ren) protection policies.	E
Ability to meet the mobility requirements of the post; full driving licence and access to a car for work purposes	E
Experience of multi-agency working and ability to liaise and network effectively	D
Experience of working towards achieving individual and team objectives, targets and KPI's	E
An understanding of the needs of a range of service users.	E
Committed to the principles of equal opportunities and anti-discriminatory practice.	D
Experience of managing staff performance, including management of formal disciplinary and grievance procedures.	D