**Wellbeing Adviser**

**Role Purpose**

The Wellbeing Adviser’s role is to work with vulnerable clients and those who are socially isolated to ascertain their needs and develop a programme of support in terms of managing their health, their finances, their home environment and their social interaction so they are more confident and able to live more fulfilled lives.

**Context of role**

Based at our office in Camberley but operating out of community locations and carrying out home visits, you will work closely with our Independent Living Adviser and partners to take referrals from a range of stakeholders including GPs, housing associations, church groups, community groups and self-referrals. You will assess your clients’ needs and develop a plan of support that may include advice on benefits and debt, linking to community services such as ‘Meals at Home’ and community transport and/or introductions to local community groups, activities and organisations in order to improve their mental and physical wellbeing.

**Key duties and responsibilities**

**Casework**

* Build and develop good relations with a range of health and social care professionals and community providers in order to promote the service.
* Monitor referrals into the service and manage the service schedule.
* Make first contact with clients and carry out an assessment using the R-Outcomes tool to identify client needs and level of engagement.
* Work with clients to develop and agree an action plan tailored to their needs.
* Ensure clients are linked with appropriate support and activities relevant to their needs and support them to overcome any barriers they may face in engaging.
* Carry out regular assessments and reviews and update action plan as needed.
* Make home/outreach visits as necessary.
* Act as advocate for the client where necessary to facilitate their engagement with groups and services.
* Work with project partners to share information as appropriate whilst maintaining client confidentiality and meeting the requirements of information assurance and GDPR.
* Update client records and input information for outcomes evaluation, providing regular reports as required.

**Research and campaigns**

* Provide statistical information and regular reports to the bureau management
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues.
* Identify gaps in community provision

**Professional development**

* Keep up to date with legislation, policies and procedures relating to local health providers and undertake appropriate training.
* Undertaken Citizens Advice adviser training to a minimum of Gateway Assessor standard
* Undertake training on the R-Outcomes monitoring tool.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/management team meetings as required.
* Assist with service initiatives for the improvement of services.

**Administration**

* Maintain accurate and up-to-date case records and ensure that they conform to the bureau’s policies and procedures and the Advice Quality Standard.
* Maintain local information systems.
* Use IT for statistical recording, record keeping and document production
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend internal and external meetings as agreed with the manager
* Maintain close liaison with relevant external agencies, health bodies and community services and organisations.

**Public relations**

* Liaise with statutory and non-statutory organisations and represent the Service on outside bodies as appropriate.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

1. Good people skills with the ability to engage, empathise, listen, empower and motivate individuals.
2. Experience of working with and supporting vulnerable clients
3. Effective writing skills with an emphasis on preparing reviews, reports and correspondence.
4. Ordered approach to casework and an ability and willingness to follow and develop agreed procedures.
5. The ability to work independently and proactively
6. Numerate to the level required in the tasks.
7. Ability to prioritise own work, meet deadlines and manage caseload.
8. Ability to use IT in the provision of advice and the preparation of reports and submissions.
9. Ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
10. Ability to monitor and maintain own standards.
11. A willingness to undertake training where required.
12. The ability to recognise and deal with safeguarding issues, including being able to refer back to NHS services for further support.
13. Understanding of and commitment to the aims and principles of the Citizens Advice service and its equality and diversity policies.
14. A good knowledge of welfare benefits would be an advantage.
15. Experience as a Citizens Advice Adviser is desirable but not essential.