



Job Description

Job Title:	Health and Wellbeing Visitor
Hours Per Week:	35
Location/Department:	Health and Wellbeing Department
Reports To:	Health and Wellbeing Manager
Direct Reports:	None
Budgetary Control:	None
DBS Disclosure:	Enhanced
Date Prepared:	May 2022

Job Summary/Purpose:

1. To play an active part in the Health and Wellbeing Team **supporting people** to live the **"good life"** in **independence** by promoting dignity, independence, choice, and fulfilment within a policy of managed risk taking.
2. Working as part of the **wider Health and Wellbeing Team**, provide a comprehensive advice and signposting service for a wide range of welfare benefits, debt management, housing, care and practical issues.
3. Be a **named care coordinator** for people living in independence to ensure their individual needs are met through timely interventions to ensure they continue to live in independence for as long as is possible.
4. Be a **Case Worker** for beneficiaries who are admitted to hospital, ensure their needs are met on discharge, through care coordination and **advocacy** for care options that **promote independence**, safety and high-quality care.
5. Ensure that **outcomes** for service users are **monitored** and documented and the impact of the service is recorded through **accurate statistics** and a range of **user engagement activities**.
6. Be a **visible leader**, creating a **culture** that promotes the **inclusion of people** living with a cognitive impairment in all social and occupational activities.

7. Work with individuals to make sure that their **personal plans** promote **wellbeing** and enable them to be as independent as possible, **managing risks** by thinking creatively about options for safe solutions.
8. **Raise awareness and educate** others on how to apply the principles of the Mental Capacity Act (2005) to protect people who lack capacity and maximise their ability to participate in decision-making.
9. Create and maintain **accurate records** including **care and or management plans and assessment documents**.

Values and Behaviours:

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**
Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.
- **Compassionate**
Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; do not judge.
- **Accountable**
Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.
- **Progressive**
To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive and inspiring; embrace new ideas and technologies.

Key Duties & Responsibilities:

Wellbeing and Independence

1. Engage with people living in independence at Morden College to discover what they want from life and the **care, support and housing** that will enable this.

2. Work with **individuals** to make sure that their **personal plans** promote **wellbeing** and enable them to be as independent as possible, **managing risks** by thinking **creatively** about options for safe solutions that enable them to do things that matter to them.
3. **Signpost** people living in independence to external agencies for **advice** and **support** regarding debt management, and other social welfare and legal issues.
4. **Liaise** with **external agencies** including Department of Work and Pensions and the Local Authorities, to ensure individuals are awarded the correct welfare benefits.
5. In **partnership** with colleagues identify those people who are at risk of loneliness and social isolation, reduce and maintain a **reduction in the risk of social isolation** by implementing initiatives to facilitate, and support that aligns to the individual's needs, aspirations and concerns.

Information and Advice

1. Provide **information** and **advice**, and appropriate **advocacy** about health, social care and housing for people living in independence aimed at attaining the highest possible levels of **welfare benefits** and **services** to **maximise their potential** of living independently for longer.
2. Provide **information** to make sure people know how to **navigate** the local health, social care and housing system including how to get more information or advice if needed.
3. **Signpost** people living in independence to external agencies for **advice** and **support** regarding debt management, and other social welfare and legal issues.
4. **Liaise** with **external agencies** including Department of Work and Pensions and the Local Authorities, to ensure individuals are awarded the correct welfare benefits.

Active and Supportive Communities

1. Be a **visible leader**, **creating a culture** that promotes the **inclusion** of people living with cognitive impairment including dementia in all social and occupational activities designed to **enhance, stimulate**, develop, and maintain the highest quality of life and enjoyment.
2. Have clear picture of all the **community** groups and **resources** in the local area, support people to attend local services and events that are **suited to their needs** and ensured they are accompanied as necessary to help **build confidence**
3. Work in partnership with others to create opportunities for people living independently to be as **active** and **involved** in their community as possible, doing things that are important to them, including **volunteering**.

4. **Raise awareness and educate** colleagues and volunteers on how to apply the principles of the Mental Capacity Act (2005) to protect people who lack capacity and maximise their ability to make decisions or participate in decision-making.

Flexible and Integrated Care and Support

1. Be the **named care coordinator** for specific individuals, monitoring their physical, psychological, and social care needs, **wellbeing**, and **personal preferences** to ensure that where interventions are required to support their **living in independence** these are implemented in a timely manner.
2. Be a **Case Worker** for beneficiaries who have a **hospital admission**, emergency or planned, to ensure their **individual needs** are met, through care coordination, evaluation and advocacy for care options and services that promote their independence, safety and a high quality of care.
3. **Work flexibly** to meet people's fluctuating requirements for **care and support**, enabling the flexible use of resources, including personal budgets.
4. Review and monitor **outcomes** for people, ensuring that the person's **identified needs** are met using the outcome measures approach and the impact of the service is documented through accurate **statistics** and a range of **user engagement** activities

When things need to change

1. Talk with individuals during and after **significant changes** in their life to find out if their requirements for care, support and housing have changed and to **review their aspirations**.
2. Work with individuals to write a **plan for emergencies** and ensure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency.
3. Support people to plan for **important life changes**, so they can have enough time to make informed decisions about their future, including the completion of an urgent care plan in 'Coordinate my Care'.

Workforce

1. **Raise awareness and educate** colleagues and volunteers on how to apply the principles of the Mental Capacity Act (2005) to protect people who lack capacity and maximise their ability to make decisions or participate in decision-making.
2. Through **role modelling** inspire others to see people living in independence as individuals with **unique strengths**, abilities, **aspirations** and requirements, encouraging them to value people's unique **backgrounds** and **cultures**.

3. Have a **'can do'** approach which focuses on what matters to individuals, think and act creatively to make things happen for them.
4. Be familiar with Morden College Policies and Procedures, to ensure **compliance and understanding** and **safe practice**, whilst providing a **compassionate, warm, and caring service**.
5. Encourage and engage in harmonious and **respectful** working with the **other departments** and **internal stakeholders**, enabling a holistic and efficient service is provided to beneficiaries.
6. Attend all **learning and development** opportunities as required and in particular keep personal mandatory and legislative training up to date, always being **open minded** and **progressive** in your thinking.
7. Participate in the **training of others, including volunteers** and measure learning through supervision in order to support their further development.

General Duties and Responsibilities:

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.
5. To operate in accordance with the College's policies and procedures as detailed in the Staff Handbook and elsewhere, and ensure compliance with Safeguarding Adults policies and Care Quality Commission legislation.
6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.

9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.

Employee's Signature:

Manager's Signature:

Print Name:

Print Name:

Date:

Date: