



## ROLE PROFILE

**Job Title:** Specialist (Wellbeing Coordinator, Wise Steps) **Department:** Employment Services & Skills

**Job Holder:** **Date:** August 2019

### 1 MAIN PURPOSE OF THE ROLE

The post holder will support the coordination of Wellbeing activities across the Wise Steps partnership. This will involve supporting the development of capacity within the partnership, as well as direct delivery of wellbeing activities and coordinating and sourcing wellbeing activities within communities, with a view to reducing social isolation. The postholder will be solely employed on the project.

### 2 SCOPE OF ROLE (Key Accountabilities)

- Support and develop a network of Wellbeing Groups throughout the Wise Steps partnership;
- Coach and support participants to engage in wellbeing activities, facilitating their ability to plan and organise activities for themselves;
- Effective schedule of delivery across multiple locations;
- Maintain effective links with partners and related organisations, acting as a supporting presence in building their capacity to deliver wellbeing groups and activities;
- Identify and develop opportunities to extend and enhance existing partnerships and links to existing schemes and services;
- Ensure wellbeing activities are focussed towards reducing barriers to employment and providing opportunities for participants to be pro-active in reducing their own social isolation;
- Effective marketing and promotion of Wise Group provision;
- Work with project team to identify opportunities;
- Work closely with customers to maximise employability opportunities;
- To encourage and empower individuals to engage in activity which will help support sustainable employment;
- Help facilitate the production of regular case studies and feedback reports for the programme management and the wider partnership organisations.

The post holder will:

- Engage with all colleagues to shape suitable and relevant activities;
- Positively promote wellbeing provision to colleagues in an engaging manner to maximise delivery;
- Work in partnership with colleagues and attend team meetings to ensure wellbeing is an integral element of project delivery;
- Provide feedback to individuals and colleagues on participation;
- Produce and maintain wellbeing planner for distribution throughout project;
- Respond to unique needs by providing ad-hoc individual support where appropriate.

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### **3 EXPERIENCE, QUALIFICATIONS AND SKILLS LEVEL**

- Demonstrable knowledge and experience of operational delivery or specialist area;
- Ability to demonstrate experience in preparation and delivery of schemes of activities;
- Ability to demonstrate experience in building capacity of partner organisations to deliver activities;
- Ability to demonstrate wellbeing delivery in both one-to-one and group coaching situations;
- Knowledge and understanding of the challenges faced by those seeking employment;
- Understanding of working with learners with multiple barriers and disabilities;
- Ability to demonstrate excellent communication and interpersonal skills;
- High level of IT and administration skills (MS Office);
- Able to demonstrate the competencies required to undertake this post;
- Ability to work to targets and quality standards;
- Ability to use initiative and judgement to resolve problems;
- Effective verbal and written communication skills to ensure effective reporting and customer service;
- Effective interpersonal and relationship building skills;
- Effective in the use of technology, relevant systems and key software packages.

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### **4 ADDITIONAL REQUIREMENTS**

- Health, safety and wellbeing are key aspects of all posts and it is vital that the post holder has key responsibilities for promoting the health, safety and wellbeing of themselves, customers and colleagues;
- Role model for Equality, Diversity and Inclusiveness;
- Subject to appropriate security and background checks;
- All Wise Group colleagues should exhibit environmental awareness and adhere to our ISO 14001 management framework;
- Individuals are expected to behave in a manner that exhibits the Wise Group values of nurturing positive relationships, acting with integrity, driving growth and engaging through communication
- Ability to work flexibly to meet business needs;
- A full driving licence is preferred and the use of a car would be advantageous as the role may involve travel throughout delivery area.