

Job Description and Person Specification



Job Title:	Wellbeing Coordinator
Area:	Havering
Employed by:	Imago
Responsible to:	Team Leader
Working Hours:	Full or part time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations, and private- and public-sector agencies in Kent, East Sussex, Medway, and London. Underpinning our work is a commitment to excellence, to demonstrating impact, and to safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To provide a service for Carers, helping, identifying and empowering carers in Havering to improve their wellbeing and lead fulfilling lives. To support Adult Carers and Young Adult Carers to make informed choices, build confidence, sustain their independence, and access support that meets their individual needs.

Responsibilities and duties

- Connect with carers through early identification at key stages, such as the onset of caring, changes in circumstances, transitions
- Support the completion of Carer Assessments for Adult Carers and Young Adult Carers; co-produce personalised action plans setting out the agreed key outcomes identified within Carer Assessments
- Support the development of escalation plans so that Carers are prepared for unforeseen circumstances that would negatively impact their ability to care
- Develop effective relationships with Carers, families, and professionals; advocate for individuals as required

- Provide relevant Information, Advice and Guidance, and emotional and practical support; facilitate peer support activities
- Signpost and facilitate access for Carers to support services, including financial and benefit advice, housing, health and safety home systems, and leisure and social activities
- Deliver community outreach support at drop-in sessions in designated spaces throughout Havering, including Havering Council offices
- Facilitate access to training, workshops, and other activities provided by the service and other agencies
- Support the planning and delivery of the service's activity package, including wellbeing and social activities, online groups, and face-to-face sessions
- Promote the service and Carers through attendance at events, meetings and forums; deliver presentations and workshops to professionals and community groups
- Work with an understanding of cultural differences and how this may impact the support Carers receive and access
- Maintain accurate and detailed records using outcome tools and record on our bespoke database, Charity Log
- Carry out home visits and face-to-face meetings; work with an understanding of issues relating to lone working and safeguarding; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

Essential skills and experience

- Relevant personal or professional experience of working with Carers and/or vulnerable adults or children in a social care, health, education or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines while managing a caseload
- Excellent communication skills, at all levels

- A practical understanding of physical, emotional and attitudinal barriers facing Carers, and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using Word/ Excel and experience in using a database
- Good level of education
- Valid UK driving licence and access to own vehicle

Desirable experience

- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to Carers

To apply, please send your CV with a covering letter to:
jobs@imago.community

Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check