



## Job Profile

### Job details

<b>Job title</b>	Health and Wellbeing Assistant	<b>Section</b>	Wheatley Care Services
<b>Division</b>	Care	<b>Report to</b>	Health and Wellbeing Manager /Health and Wellbeing Team Leader
<b>Grade</b>	SCP 11	<b>Professional registration</b>	Required
<b>Disclosure level</b>	PVG	<b>Date Reviewed</b>	May 2020

### Job summary

Wheatley Care is committed to service excellence and believes that through developing effective communication and trusting relationships with people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Care strategy and vision regarding supporting the people we work for to influence the direction and development of Wheatley Care.

As a Health and Wellbeing Assistant you will be expected to work with specific individuals to build a strong relationship based on trust and reliability, to support the person to live as independently as possible in the way they choose, keeping them safe and promoting their health and wellness.

Your focus is to ensure that the things that are important to the people we work for are achieved while adopting a risk enablement, empowering approach.

You will work as part of a team providing direct support to the people we work for. You will have a sound awareness of your role and display effective communication skills.

As a Health and Wellbeing Assistant you are expected to carry out your duties in line with the organisation's core values and your terms and conditions of employment, while presenting in a way that is in line with the Codes of Practice laid out by the Scottish Social Services Council (SSSC)

### Behaviours and competencies

#### Our Core Values

- Ambition
- Trust
- Community
- Excellence

As a Health and Wellbeing Assistant you will demonstrate the following behaviours and competencies:

- Put people at the heart of everything we do
- Recognise that each person we work for is unique; acknowledging the importance of promoting preferred communication styles in order to develop successful relationships
- Non-judgemental, highly motivated and dedicated to the values of Wheatley Care and Wheatley Group
- Confident, and have resilience and a positive mental attitude towards the work you undertake
- Open-minded; able to promote inclusion around the needs and aspiration of the individual
- Trustworthy, reliable and have the ability to build therapeutic working relationships with the individuals you support and their family/carers
- Able to work collaboratively with others to achieve the outcomes of the individuals you support
- Demonstrate professionalism, good timekeeping skills, and enthusiasm for Social Care
- Pro-active, forward thinking and able to promote an excellent service to the people we work for
- Committed to the people we work for
- Self-motivated
- Enthusiastic

- Innovative and creative
- Strong belief in citizenship and social care values
- Strong belief that people should be allowed to make their own choices
- Support the people we work for to have the best quality of life
- Ability to see the wider picture and make good professional judgement
- Solution focussed outlook
- Take a non-discriminatory approach

## Person specification

### Experience

#### **Essential**

- Life experience in supporting or caring for vulnerable individuals
- Good written and verbal communication skills
- Able to work within a team
- Able and willing to follow instruction from the Health and Wellbeing Co-ordinators
- Enthusiastic with a genuine interest in working with vulnerable people of various ages

#### **Desirable**

- Experience of working with vulnerable people who have Learning Disabilities, Addictions, Mental Health Issues, Children and Families, Tenancy Support or Homelessness Issues
- Experience of working as part of a team within a care setting or on your own
- IT skills
- Innovative and creative approach and problem solving skills

### Qualifications

#### **Essential**

- Demonstrate the commitment and ability to work towards and achieve a relevant qualification as defined by the SSSC within the required timescale

#### **Desirable**

- SVQ 2/3 Health & Social Care, HNC Social Care or equivalent

#### **Other**

- Able to work flexibly around when people we work for wish their support. This may include night duty and/or sleepovers

## Job outputs

Role output	Includes the requirement to
Deliver outcomes for the people we work for	<ul style="list-style-type: none"> <li>• Support the individual to achieve their personal outcomes as detailed within the individual's outcome based plan</li> <li>• Follow direction from the co-created outcome plan, the person we work for, family and senior management</li> <li>• Take directions from the person we work for, their family and/or support networks and the Health and Wellbeing Coordinator</li> <li>• Attend and participate in review meetings</li> <li>• Assist the person we work for to become an active member of their community</li> </ul>
Confidentiality	<ul style="list-style-type: none"> <li>• Adhere to Data Protection rules and ensure confidentiality is complied with and respected at all times, all paperwork and electronic records to be handled appropriately</li> </ul>
Contribute to the success of the team and outcomes for each individual	<ul style="list-style-type: none"> <li>• Adhere to Wheatley Care's organisational policies and procedures.</li> <li>• Carry out any other responsible duties as required by the organisation</li> </ul>
Safeguarding	<ul style="list-style-type: none"> <li>• Highlight and escalate, reporting any safeguarding concerns immediately</li> <li>• Bring to the attention of the service management team any issues of concern or note which has an effect either directly or indirectly on the people we work for, staff members or the organisation.</li> </ul>
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> <li>• Comply and implement all Wheatley Care and Wheatley Group Policies</li> <li>• Adhere to Care Inspectorate Health &amp; Social Care Standards, SSSC Code of Practice</li> <li>• Act ethically with care and integrity</li> </ul>

Additional Duties	<ul style="list-style-type: none"> <li>• Participate in the inspection process carried out by the Care Inspectorate</li> </ul> <p>It is the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable.</p> <p>All staff are therefore expected to work in a flexible way when the occasion arises and tasks, which are not specifically covered in the job profile, have to be undertaken. Due to the nature of self-directed support services in particular, staff flexibility is of great importance to provide the people we work for with high quality services in line with their wishes. This job profile outlines the main tasks in relation to these services; however, this list is not exclusive. Should there be significant change to the duties of this post; the job profile will be updated in consultation with affected members of staff.</p>
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### Interdependencies

- Stakeholders
- People we work for
- Families and Carers
- Health and Wellbeing Coordinators
- Health and Wellbeing Team Leaders
- Community Engagement and Activities Team
- Community Engagement and Resilience Lead
- Health and Wellbeing Managers
- Care Services Innovation and Improvement Manager
- Service Development Lead(s)
- Head of Care
- Managing Director of Wheatley Care
- Care Inspectorate and other Regulatory Bodies