

Job Description	Primary Care Welfare Calls Coordinator (Community Health Hub)
Salary	£24,392
Hours	37 hours
Duration	Fixed term until December 2024
Location	York CVS, 15 Priory Street, York YO1 6ET
Reporting to	York CVS Social Prescribing Team Leader

Welfare Calls Coordinator

The **Community Health Hub** has been developed as a partnership between York CVS, Primary Care and Nimbuscare after their successful partnership delivering welfare calls via their York Covid-19 Monitoring Hub.

GP practices, healthcare workers, carers, social prescribers, voluntary organisations and adult social care workers can refer anyone in the community who has developed symptoms of Covid-19 to the Community Health Hub.

Nimbuscare hold this 'live' list of people requiring a 'welfare-plus' call. These calls are made 7 days a week and are to:

- check on the person's wellbeing and respond appropriately
- check if they have any additional medical or social needs and link them to appropriate support

In addition, the Welfare Calls Coordinator will be responsible for developing and overseeing the support and advice offered to people living with long Covid.

Overview of the post

This role is to deliver welfare calls through the Community Health Hub by managing a small team of volunteers.

The successful applicant will manage this work by:

- Recruiting, inducting and managing volunteers
- Communicating regularly and openly with volunteers
- Ensuring all necessary paperwork and reporting requirements relating to this role are regularly submitted, reviewed and updated
- Liaising daily with Nimbuscare
- Working in partnership with the Social Prescribing Team Leaders and Primary Care Link Workers as necessary
- Maintaining the call lists and taking the lead on organising volunteer rotas and call distribution
- Ensuring that volunteers have contributed to call work as necessary and that all data recording and reporting meets required / agreed formats and deadlines

Ensuring that all information or resources shared with recipients of welfare calls has been pre-approved

- Ensuring that any safeguarding concerns are immediately reported to the Social Prescribing Team Leaders

Other duties and responsibilities

1. To be committed to the values of York CVS and ensure all our services are consistent with these values
2. Attend relevant training to aid delivery and professional development
3. To undertake any other duties relevant to the level of the post as determined by the Social Prescribing Manager

Prepared/Reviewed by: Christine Marmion

Date: 20 October, 2021

Person Specification Primary Care Welfare Calls Coordinator

	Essential	Desirable	How assessed*
Values and personal attributes			
1.1 A demonstrable commitment to the values of York CVS	✓		AF/INT
1.2 An understanding of and commitment to the role of volunteers within the organisation		✓	AF/INT
1.3 Positive work ethic: professional, enthusiastic, dependable, conscientious	✓		AF/INT/R
1.4 Ability to work flexibly and effectively as part of a team	✓		AF/INT/R
1.5 Able to demonstrate own initiative and the ability to take on a responsible role	✓		AF/INT/R
1.6 Emotionally resilient, with the confidence to support individuals with multiple complex needs and conflicting demands	✓		AF/INT/R
Experience			
2.1 Experience of administering work rotas, databases and spreadsheets	✓		AF/INT/R
2.2 Experience of working in the voluntary sector and an understanding of the issues and challenges it faces		✓	AF/INT/R
2.2 Direct experience of working with a range of diverse communities and developing relationships and partnerships	✓		AF/INT/R
2.4 Experience of managing a wide variety of issues simultaneously	✓		AF/INT/R
2.5 Experience of supporting vulnerable individuals who may have multiple needs		✓	AF/INT/R
2.6 Experience of working within a Multi-Disciplinary team	✓		AF/INT/R
Qualifications			
3.1 GCSE Grade A-C in English and Maths or equivalent	✓		AF/Cert
Skills & Knowledge			

4.1	Methodical and highly organised	✓		AF/INT/R
4.2	Excellent people skills and the ability to resolve problems	✓		AF/INT/R
4.3	Able to act with confidentiality, discretion and regard to sensitivity of information	✓		AF/INT/R
4.4	Excellent communication and interpersonal skills, oral and written	✓		AF/INT/R
4.5	Excellent IT and digital skills including use of email, Excel and spreadsheets	✓		AF/INT/R/ AT
4.7	Knowledge of health, social care and other current issues (e.g., poor mental health)		✓	AF/INT/R
4.8	Understanding of equal opportunities and the challenges faced by people experiencing poverty and health inequalities		✓	AF/INT/R
Other requirements				
5.1	Flexible approach to work and be prepared to work evenings and weekends as needed	✓		AF/INT
5.2	Current and relevant Safeguarding Certificate		✓	AF/INT/Ce rt
5.3	A portable, Enhanced DBS check		✓	AF/INT/Ce rt

* Key to how skills are assessed

AF = Application Form

INT = Interview

R = References

CERT = Certificate of qualification to be checked

AT = Assessment Task