



**South Yorkshire
Housing Association**
Delivering quality local living

JOB DESCRIPTION

JOB TITLE	Wellbeing Facilitator
Salary grade	1B £15,123 (Pro Rata)
Department	LiveWell
Hours	15.5 hours per week
Contract type	Permanent
Responsible to	Project Lead
Cover by	Wellbeing Facilitator

MAIN AIM

The main aim of this role is to engage people in our day centre to improve their wellbeing. SYHA's approach to wellbeing is based upon the New Economics Foundation's '5 Ways to Wellbeing' which means that through our work with customers, we aim to improve wellbeing through Connecting, Staying Active, Taking Notice, Giving and Keeping Learning. As a Wellbeing Facilitator, you will help reduce social isolation, promote positive health and well-being, engage customers in joining in with activities and promote the opportunity to gain new skills and experiences.

MAIN RESPONSIBILITIES AND ROLES

1. To work with individuals and groups to improve wellbeing by recognising and building on people's strengths and developing a social rapport with others.
2. Co-produce services with our customers by meaningfully involving them in the design, delivery and evaluation of the service and activities they are involved in.

3. To work with our customers to tackle issues such as loneliness, isolation, health, and any other barriers which can prevent them from connecting with others and accessing opportunities in their local area.
4. Ensuring people can draw on the right support, at the right time, from the right people.
5. To maximise community assets by linking with other voluntary and community services to build resilience with no-cost/low-cost solutions and strengthen social capital by involving family and carers.
6. To work as part of a multi-disciplinary team to support people to grow and thrive.
7. To work with people to increase confidence and enhancing their own quality of life and wellbeing.
8. To promote use of digital inclusion to explore options available for our customers which helps create solutions to encourage use of the internet, development of IT skills, and connections to the local community.
9. To map the local area to understand the local connections that can bring fulfilment to our customers lives. Work with customers to understand what's happening in their community and how they can get involved to promote resilience.
10. To assist the Project Lead in working with volunteers and be a point of contact for volunteers to help our customers to become less socially isolated.
11. To work with customers to design and deliver jointly run wellbeing sessions based around the 5 Ways to Wellbeing.
12. To provide personal care to individuals as needed including assistance with eating and drinking, using the toilet, prompting medication, mobilising and transferring (this list is not exhaustive)
13. To ensure customer records and any other specified records are completed accurately and inline with SYHA's policies and procedures.
14. To communicate with customers and their friends and family members in a warm and friendly manner, to be professional at all times and to be a good ambassador for South Yorkshire Housing Association.
15. To capture data on customers wellbeing so that we can track the impact that the interventions have on customer's wellbeing.
16. To implement the actions in customers support/outcome plan.
17. To report any health and safety issues noted to the Project Lead.
18. To liaise with Social workers, health professionals and other customer advocates and be confident in the approach to complete this independently.

OTHER RESPONSIBILITIES

1. Work within the policies and procedures of SYHA.
2. Maintain a good working knowledge of health and safety procedures.
3. Participate in regular supervision sessions and appraisals with your line manager. Attend training and development activities as identified and participate in team meetings.
4. Promote SYHA's Values and Diversity policy and practices in all aspects of service delivery and contribute to the development of customer involvement strategies.
5. Work flexibly to meet the needs of customers including, evening, weekend and bank holiday cover.
6. To undertake any other duties appropriate to the grade and purpose of the job as may be agreed by the post holder, management and trade union.

The outcomes for customers will be:

- Customers are meaningfully engaged in the coproduction of the activities they are involved in.
- Customers are able to live their own lives to the full, maintain and improve their health and wellbeing by accessing and receiving high quality information and advice.
- Customers are able to develop/maintain a family and social life and contribute to community life, avoiding loneliness and/or isolation.



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CONDITIONS OF SERVICE

JOB TITLE	Wellbeing Facilitator
Salary grade	1B £15,123 (Pro Rata)
Hours	15.5 hours per week
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 SYHA days at Christmas, Easter, Spring and August Bank Holiday (all pro rata). The leave year runs from 1 April to 31 March.
Pension	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS from time to time in force. For more details please contact the HR Department.
Unions	SYHA recognises Unite and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service
Car Parking	The post holder will not be issued with a permit for the Wellington Street Car Park.
Location	Any site where LiveWell services are provided.
No smoking	SYHA operates a no smoking policy within all our offices.



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PERSON SPECIFICATION

JOB TITLE Wellbeing Facilitator

	We're looking for somebody who
Connect	<ul style="list-style-type: none"> ✓ Has brilliant professional communication skills ✓ Brings people together in varied, diverse and creative social settings ✓ Motivates people to make new friends and connections within their community
Stay Active	<ul style="list-style-type: none"> ✓ Is able to work in a fast paced environment ✓ Inspires people to get involved in activities within the Day Centre ✓ Can facilitate varied ways for people to be active, looking outside traditional sports and exercise ✓ Understands the features of a healthy and active lifestyle
Keep Learning	<ul style="list-style-type: none"> ✓ Has a positive approach to lifelong learning for people of all ages and abilities ✓ Can facilitate creative learning opportunities outside traditional learning options ✓ Sees every day as an opportunity to learn new things
Give	<ul style="list-style-type: none"> ✓ Can facilitate engaging wellbeing activities which provide people from different backgrounds and with different abilities with an opportunity to contribute and give. ✓ Understands the importance of building reciprocal relationships and can work with people to build these ✓ Believes in the value and capacity of every individual to contribute to others in some size or shape
Take Notice	<ul style="list-style-type: none"> ✓ Understands social capital and can recognise assets in a community ✓ Motivates people to appreciate the things around them ✓ Has a positive outlook and an interest in personal development ✓ Can reflect upon their own work and performance and identify areas for improvement

As well as being committed to improving individual and community wellbeing, we are also looking for an individual who has the skills and abilities to work well with others.

	We're looking for somebody who...
Values	<ul style="list-style-type: none"> ✓ Brings a commitment to equality and can actively challenge stereotypes and perceptions ✓ Enjoys working with other people and is a good team player but can equally work on their own in a community setting. ✓ Understands the personalisation agenda and the need to treat every person as an individual. ✓ Embraces the principles of coproduction, working with groups of customers to design and deliver solutions and support.
Approach	<ul style="list-style-type: none"> ✓ Injects enthusiasm and passion into their work. ✓ Has a can-do attitude. ✓ Is willing to go over and above to help others. ✓ Has the ability to work effectively as part of a team, or on their own.
Attributes	<ul style="list-style-type: none"> ✓ Is reliable and well organised. ✓ Can be flexible and responsive to different needs and requirements. ✓ Has a caring and considerate approach.

GLOSSARY OF TERMS

Reciprocal arrangements	<p>Where two or more people agree to do something for each other, normally for free.</p> <p>For example: Customer A shops for customer B, customer B then cooks a meal for customer A.</p>
Social capital	<p>The importance of customers forming community relationships and networks, which lead to healthier and happier lives.</p> <p>For example: A community coming together to offer a neighbourhood watch service. The product of all the people involved is more than as a group of individuals.</p>
Community assets	<p>Building and adding to the resources within a community, this could be physical buildings or people.</p> <p>For example: A local group take over the running of a library to stop it from closing. This benefits the wider community and provides opportunities for the people who work there.</p>
Financial and digital inclusion	<p>The importance of being able to access and use IT (e.g. access to the world wide web) Financial inclusion is the ability of our customers to access appropriate financial services or products (e.g. credit/debt advice)</p> <p>For example: Working with a customer to learn the skills required to open up an on line account so that they can enjoy the benefits of paying for cheaper products/services on line.</p>
Co-production	<p>An approach to involving customers in designing, delivering and evaluating the services they access.</p> <p>For example people with mental health problems being part of shaping the future of mental health services alongside health care professionals.</p> <p>Coproduction has two main elements, co-</p>

	design and co-delivery – these are the processes of customers and professionals working together to create and delivery services or products.
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