Wellbeing Lincs empowers adults to live independently in their own homes for as long as they are able. Personalised assessments, support plans, equipment and access to other services support wellbeing and independence, prevent people’s needs escalating and reducing demand on services such as hospital and social care. Outcomes are closely monitored to ensure that people receive timely support which is effective in achieving the outcomes they require.

Funded by Lincolnshire County Council, led by East Lindsey District Council, Wellbeing Lincs is delivered by a consortium of District Councils providing access to other District Council services. Wellbeing Lincs covers the whole of Lincolnshire.

A key part of Wellbeing Lincs; the Lincolnshire Wellbeing Network will provide a continuously evolving network of partnerships and pathways to enable effective support to improve outcomes, wellbeing and independence for Wellbeing Lincs customers.

The employer for this role is: East Lindsey District Council

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Wellbeing Lincs Trusted Assessor (North)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Area</td>
<td>Wellbeing Lincs: East Lindsey District Council</td>
</tr>
<tr>
<td>Post Number</td>
<td></td>
</tr>
<tr>
<td>SCP</td>
<td>24-29</td>
</tr>
<tr>
<td>Enhancements</td>
<td>Mobile Phone</td>
</tr>
<tr>
<td>Post Responsible To</td>
<td>Senior Assessment &amp; Intervention Officer</td>
</tr>
<tr>
<td>DBS Required</td>
<td>Enhanced</td>
</tr>
<tr>
<td>Work Base</td>
<td>To be confirmed</td>
</tr>
</tbody>
</table>
## Duties & Responsibilities

1. To conduct Trusted Assessments with eligible service users, developing detailed action plans with service users, which assist them to:
   - maintain their confidence, independence and resilience
   - improve their health, wellbeing and personal safety, with a view to avoiding unplanned hospital and/or care home admissions
   - access appropriate and timely support from a range of agencies
   - maximise their income and reduce any debts
   - become more involved in their community.

2. To promote Wellbeing Response, SADLs and Minor Adaptations to prevent harm and increase personal resilience.

3. To provide advice and support to those not eligible for the full wellbeing service, signposting them to appropriate support.

4. To contribute to reducing the numbers of Lincolnshire residents requiring statutory services from Adult Social Care and NHS.

5. To prevent and reduce homelessness and debt.

6. Manage a caseload of referrals for service users with varying levels of needs and risk.

7. To carry out a trusted assessment with the service user to assess and identify their wellbeing, general health, social, financial and housing needs within the timeframe specified within the contract, including a holistic risk assessment.

8. During the Trusted Assessment, with the service users direct input; develop a support and action plan, clearly identifying the services user’s goals and required outcomes relating to their identified needs, recording their self-reported score against each outcome, seeking to address urgent needs immediately prior to the service being allocated a generic support worker.

9. Ensure effective liaison across Wellbeing Service teams e.g. regarding SADL’s and minor adaptations; City of Lincoln Control Centre etc.

10. Provide constructive challenge to partner agencies in support of the service user if their interventions are not timely or appropriate.

11. Help service users to identify the personal, interpersonal and social skills they need to live a fulfilled life and increase their independence.

12. Encourage and motivate service users to do as much as possible for themselves, providing sensitive challenge as appropriate, while having regard to

13. Identify any concerns and raise service users’ awareness about health and safety, promoting the benefits of SADLs, minor adaptations, telecare and Wellbeing response services to prevent harm.
14. Identify any concerns and raise service users’ awareness of safeguarding issues, being alert to signs of potential abuse or neglect, making timely and appropriate referrals.

15. Develop and maintain positive relationships with service users, establishing and maintaining appropriate professional boundaries, respecting service users’ views but also sensitively challenging resistance to support which could enhance their quality of life.

16. Develop and maintain good working relationships with families, friends, carers, advocates, landlords and other agencies involved with the service user.

17. Keep detailed and accurate records, ensuring that all assessments, action plans, notes and information regarding outcomes are recorded on the appropriate electronic case management system to support effective contract management.

18. Complete induction and training as appropriate to meet the wide range of service users’ needs, with some aspects requiring completion prior to commencement of employment.

19. Participate in regular supervision, team and department meetings to enhance personal and team performance, ensure effective communication and identify personal and team training needs.

20. At all times, respect those who, for whatever reason, need the service, showing a commitment to social inclusion, Equality and Diversity.

21. To undertake such additional duties as may be necessary for the efficient running of the service.

Key Measurable Targets
Contribute to reducing the number of Lincolnshire residents requiring statutory services
Encourage service users to become more involved in their community
Contribute to increasing the health & wellbeing of Lincolnshire residents
Contribute to maximising the income and reducing indebtedness of Lincolnshire residents
Contribute to reducing homelessness in Lincolnshire

Service Specific KPI’s: -

<table>
<thead>
<tr>
<th>Indicator ID</th>
<th>Indicator Name</th>
<th>Reporting Frequency</th>
<th>Minimum Service Level</th>
<th>Target Service Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>WBS KPI-01</td>
<td>Service users supported to achieve an overall improvement across their outcomes (% of service users leaving the service who self-reported a higher Exit Score than Entry Score)</td>
<td>Monthly</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>--------</td>
<td>-----</td>
<td>-----</td>
</tr>
<tr>
<td>WBS KPI-02</td>
<td>Overall Improvement in all outcome scores across all service users leaving the service (% by which the total of all Exit Scores exceeds all Entry Scores)</td>
<td>Monthly</td>
<td>120%</td>
<td>125%</td>
</tr>
<tr>
<td>WBS KPI-03</td>
<td>Delaying and reducing the need for adult care and support (% of Service users who receive a Wellbeing Service who go on to receive long term support from adult care)</td>
<td>Annual</td>
<td>1.00%</td>
<td>0.5%</td>
</tr>
<tr>
<td>WBS KPI-04</td>
<td>Percentage of telecare call-outs attended within 45 minutes of the alarm being notified to the Wellbeing Service by the call monitoring provider</td>
<td>Monthly</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>WBS KPI-05</td>
<td>Percentage of equipment assessed as &quot;urgent&quot; that is fitted within 24 hours or (if later) on a date agreed with the service user</td>
<td>Monthly</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>WBS KPI-06</td>
<td>Percentage of assessments which take place within 7 days of referral or (if later) on a date agreed with the service user</td>
<td>Monthly</td>
<td>93%</td>
<td>98%</td>
</tr>
<tr>
<td>WBS KPI-07</td>
<td>Percentage of generic support sessions that take place within 10 calendar days of assessment or (if later) on a date agreed with the service user</td>
<td>Monthly</td>
<td>93%</td>
<td>98%</td>
</tr>
<tr>
<td>WBS KPI-08</td>
<td>Percentage of non-urgent SADLs and installations fitted within 7 days of referral or (if later) on a date agreed with the service user</td>
<td>Monthly</td>
<td>90%</td>
<td>95%</td>
</tr>
</tbody>
</table>

This is a general outline of the post requirements and not an exhaustive description of duties and responsibilities.

General
Knowledge

The jobholder needs knowledge of the Organisation’s relevant procedures or practices plus additional technical knowledge in order to do this job. He/she also needs an outline understanding of the relevant legislation related to his/her area of work. These relate to a range of different tasks, some of which are relatively complex. He/she needs to know all the available practices and procedures across a whole specialist area. He/she also needs outline knowledge of the policies or procedures relating to one other technical or specialist area.

Mental Skills

The jobholder is regularly faced with problems or situations which he/she must resolve personally, usually done by applying existing rules, procedures or instructions. The nature or scope of some of these problems will not be apparent on first inspection and will require the jobholder to assess the situation first. The job involves developing plans for future actions, activities or events, more than a month in advance.

Interpersonal and Communication Skills

The jobholder requires interpersonal and/or training skills in his/her direct contacts with individual individuals/groups and a developed level of these skills is needed to meet the relatively demanding needs of the individuals/groups(s). The job regularly requires advisory, guiding, negotiating and/or persuasive skills at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can sometimes be potentially contentious.

Physical Skills

Keyboard and/or mouse skills, for more than just e-mails, memos, short letters or the equivalent, are desirable. The ability to drive is
necessary to undertake the full range of duties and the normal workload of this job.

**Initiative and Independence**
The jobholder is required to interpret policies and procedures for own work, but specific service-related policies determine the jobholder's freedom of action. The jobholder is free to organise his/her own workload to meet internal or external demands.

**Physical Demands**
This job requires the jobholder to work in a constrained position for a medium proportion of the total working time.

**Mental Demands**
Enhanced mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over medium periods of time at least once a day. There is a need for concentrated sensory attention by the jobholder for short periods. Working to deadlines is a feature of this job, requiring the jobholder and/or his/her team to complete a task or series of tasks by a pre-set time.

**Emotional Demands**
The job involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the jobholder or cause emotional upset. These are mainly users of the Organisation's services and the highest level of emotional demand could be described as "intense". This intense emotional demand is an integral feature of the job although it occurs relatively infrequently.

**Responsibility for People - Well-Being**
The jobholder has an impact on the well-being of individual, or groups of, people through the provision of a service or services to them. Some of these people are directly reliant on the jobholder for their care and/or welfare and he/she is personally responsible for assessing the needs of these individuals or groups to whom care or welfare is provided. He/she is also responsible for determining appropriate programmes of care or welfare for individual, or groups of, individuals/groups. The jobholder also provides advice and guidance on established internal policy and/or external regulations/legislation.

**Responsibility for Supervision, Direction, Co-Ordination of Employees**
The jobholder is not required to supervise or manage any Organisation employees. The job occasionally involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

**Responsibility for Financial Resources**
The jobholder has some responsibility for financial resources.

**Responsibility for Physical and Information Resources**
The jobholder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is expected to apply normal levels of care, accuracy, confidentiality and/or security when doing this. The handling of this data is a regular task, occupying at least 25% of the jobholder's total working time.
**Working Conditions**  
The jobholder normally works indoors but he/she has regular exposure to very disagreeable, unpleasant or hazardous situations for a moderate proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable and regular feature of this job. These incidents are usually relatively short.