



Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

JOB TITLE: Wellbeing Coordinator

Salary: £22,212 - Pro Rata

Hours of Work: 30 hours per week, 9am till 5pm- Working days

Location: Hybrid working- Opportunity to mainly work from home with travel to Derby City Centre and venues around Derby

Status: Permanent

Closing Date: 9am Wednesday 13th July 2022

Interview Date: 19th or 20th July 2022

Start Date: As soon as possible

TO APPLY

Please send a copy of your CV with a cover letter, explaining why you would be suitable for this role. This is to be sent as soon as possible to:

staff@citizensadvicemidmercias.org.uk

(We reserve the right to end early should a candidate be successful)

The Service

Citizens Advice Mid Mercia delivers the statutory carers service for Derby City Council and Derby and Derbyshire CCG. This service is called Universal Services for Carers. It offers access to support, training, advice and information to help carers in Derby City in their caring role.

The aim of the Service is preventative, ensuring carers do not reach crisis point, keeping them physically and mentally well, and ensuring carers can retain their caring role for as long as possible.

Citizens Advice Mid Mercia provides carers in the City with the following services:

1. Information, advice and guidance – as well as Carers Conversations (the first stage of a Carers Assessment)

2. Training and carer development
3. Well-being support and activities
4. Peer support
5. Carers clinics in conjunction with GP services and drop-ins across the City

The Role

The role of the **Wellbeing Coordinator** is to:

To organise a calendar of engaging and relevant well-being activities for unpaid Carers, so as to meet the following goals: to provide Carers with short breaks or respite from their caring duties, to support them in feeling less isolated, to have increased levels of well-being, to experience an improved quality of life, and to meet individuals living similar lives to themselves. Such activities could include, but are not limited to: relaxation workshops, beauty therapies, yoga, gardening activities, group walks or local day trips. To manage the budget and data analysis of all well-being activities and events organised.

Full training will be provided to the successful candidate upon joining.

The specific aspects of the role are as follows:

Facilitation of activities and events

- Plan, organise and facilitate a targeted number of timely and appropriate well-being activities (such as yoga and mindfulness classes, cookery courses, gardening clubs, book clubs, and so on) each year to enable unpaid Carers to feel recognised and valued as individuals and help them to live full and healthy lives;
- Liaise with and book relevant venues and activity specialists or deliverers;
- Consult with unpaid Carers to identify further appropriate and desirable well-being activities and implement accordingly, including taster sessions;
- Plan, organise and deliver a Carers Celebration Day on a relevant and pertinent date.

Promotion and advertising

- Advertise and promote all activities and events widely across Derby City, including the production of advertising literature and merchandise;
- Assist in the overall promotion of the Service and its goals.

Administration and record keeping

- Manage the budget for the training element of the Service and keep accurate financial records;
- Input, collate and analyse training data into spreadsheets and databases to track the development, reach and impact of the training;
- Keep up to date, accurate and relevant records of all activities and events and their attendance and outcomes in the form of monthly and quarterly reports – these will be delivered to the Service Manager and will feed into the Service's quarterly report;
- Ensure all work conforms to CAMMs' systems and procedures.

Professional development

- Keep up to date with legislation, policies and procedures and undertake appropriate training;
- Prepare for and attend supervision sessions/team meetings/staff meetings/external meetings as appropriate.

Other duties and responsibilities

- Provide guidance, support and supervision to Volunteer Activities Worker/s;
- Contribute to Citizens Advice Research and Campaigns work, ensuring that issues affecting the support of unpaid Carers are taken up locally, regionally and nationally;
- Undertake any other duties and tasks as may lie within the scope of this post;
- Demonstrate commitment to the aims and policies of the Carers Service;
- Abide by safeguarding, GDPR, and health and safety guidelines and share responsibility for own safety, that of colleagues and clients.
- To carry out other duties and responsibilities which may be reasonably determined by the Service Manager.

Person Specification

Essential

- Experience of managing time, against competing priorities and a varied workload with the ability to monitor and maintain service delivery against agreed targets in a busy environment.
- Ability to work on own initiative and to prioritise own workload, meet deadlines and manage a variety of tasks at once
- Ability to use Microsoft office packages such as Excel, word, Outlook, PowerPoint and Teams.
- Excellent written and oral communication skills
- Experience of coordinating group sessions or activities, including booking venues, specialists or activity leads.
- An understanding of the issues involved in arranging activities and events, such as health and safety

- Ability to host in a group setting and facilitate activities.
- Ability to keep accurate and detailed records of all wellbeing activities, events and information completed
- Experience of providing advice or information through various channels.
- Experience of delivering services in compliance with GDPR and data protection legislation.
- Ability to record and evaluate the delivery, attendance and outcomes of activities and events;
- Willingness to be flexible and adaptable in meeting the needs of the service.
- Driving Licence and access to own transport

Desirable

- Experience of supporting and understanding the needs of unpaid Carers;
- Good understanding of the Care Act 2014 and how it relates to the rights of unpaid Carers;
- Ability to analyse data and produce monthly and quarterly reports to aid in the monitoring of the service.

Want to chat about this role?

If you want to chat about the role further, you can contact **Liam McGilveray** (Service Manager) by calling **07983 438302**.

In accordance with Citizens Advice national policy, the successful candidate may be screened by the DBS.

Probation Period

6 months – with possible extension if performance review is required.

Benefits

25 days annual leave plus bank holidays pro rata.

Up to 5% pension contribution.

Positive Employment

A criminal record will not necessarily be a bar to you being able to take up the job.

We welcome applications from people with disabilities.

Our CORE values

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members.

Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth.

Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.