

Job Description

Job Title: Active Wellbeing Support Officer	£21,422 ENsc4
Section: Enable Leisure & Culture	Department: Enable Leisure and Sport Services (LSS)
Reports to: Physical Activity Lead	Date: 2/5/17
Post Number:	3 Year Fixed Term until 31/3/2020

Main Duties and Responsibilities

1. Process new referrals to the service, updating databases, booking appointments and liaising with Active Wellbeing Coordinators and Instructors, and referrers.
2. Maintain records and input data from sessions, assessments, and health information from referrers or other clinicians.
3. Liaise with referrers, clients, coordinators, and instructors to ensure all information held is accurate and up to date.
4. Use excellent customer service to deal with enquiries from a range of individuals and organisations including mental health service users, programme participants, and referrers.
5. Develop relationships with stakeholders, community partners and clinical services who are involved in the programme.
6. Communicate regularly and efficiently with stakeholders to ensure they understand the programme and how they can be involved.
7. Assist in promoting the programme and encouraging clients to keep active through newsletters, attending events, social media.
8. Organise and administrate Active Wellbeing team meetings and steering group meetings and other relevant meetings as required, including taking minutes.
9. Support clients by demonstrating excellent customer service, organisation and professionalism.

Financial & Administration

10. Record and monitor all session delivery and assessments, recording key outcomes and indicators effectively to ensure reporting is accurate and delivered on-time.
11. Support Coordinators to collate and report accurate KPI's on a monthly basis and report these figures back to the Physical Activity Lead.
12. Record and monitor statistics, measurements and questionnaire feedback relevant to the programme on the Views online monitoring system. Work with Active Wellbeing Coordinators to display this in an appropriate manner for the target audience e.g. presentations, written reports, verbal updates.

Generic Duties and Responsibilities

13. To comply with all of Enable Leisure and Culture Codes of practice, including the code of conduct, and policies and procedures concerning data protection and health and safety.
14. To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients; to work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected and to report any instances of inappropriate behaviour or discrimination.
15. Ensure patient referral data is kept securely in line with data protection best practice guidelines and Enable LC's procedures.
16. To be fully aware of the principles of safeguarding as they apply to children and vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding.
17. Required to work across multiple sites within Wandsworth as part of a usual working week.
18. To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
19. Required to regularly travel inside and outside of the borough either by driving cycling or using public transport. Required to drive Enable's vehicles both in and outside the borough when appropriate.