

Job Title:	Wellbeing Supervisor		
Department:	Neighbourhood Services	Grade:	WB3
Section:	Wellbeing: For Good Mental Health and 60+ Services.	Date reviewed:	June 2024
Reporting To:	Depute Wellbeing Manager / Wellbeing Manager.		

Purpose of Job

To support the Depute Manager and Service Manager in the operation of the Wellbeing for Good Mental Health service and Wellbeing 60+ service. These services support approximately 400 people who have been identified and assessed to benefit from additional support to remain well and maintain their tenancies in the local community. The Wellbeing for Good Mental Health Service is registered with the Care Inspectorate as a Housing Support and Care at Home Service. The Wellbeing 60+ service provides Enhanced Housing Management. The role will involve supervisory responsibilities including providing support to a team of 11 Wellbeing Workers. The role will also involve key working.

Context & Scope

To support the delivery of a co-ordinated and person-centred support service to vulnerable adults. The role will involve key working duties as well as supervisory responsibilities and to support the role of the Wellbeing Managers.

Major Tasks & Job Activities

Service Provision

- Staff core hours are 9am to 5pm Monday to Sunday on a rotational basis. Staff may be required to work out with these hours to meet the needs of the service e.g. in the event of an incident, staff shortage or to accompany a service user to an appointment.
- The Mental Health Service supports a maximum of 28 service users who reside in their own homes within the local area. This service is funded by HSCP Self Directed Support and Personalisation.
- The 60+ Service supports approximately 380 service users within their homes in the local area. This is an Enhanced Housing Management Service where tenants are visited once monthly.
- To oversee the day-to-day service delivery ensuring Wellbeing staff record all service user agreed appointments in project diary, that these appointments are carried out on time and meet the needs identified in each service users support plan.
- To inform line management of any areas of concern or significant change when delivering or overseeing service user's support.
- Support line Managers to ensure service management and performance indicators are being met including the updating of service user support agreements, reviews, and risk assessments.
- Complete and update all relevant paperwork to comply with Care Inspectorate and SSSC standards to ensure a person-centred service delivery.
- The post holder will be flexible and responsive to meet the changing needs of both service users and the direction of the service itself.

People Management

- Provide on – going support and assistance to Wellbeing Workers and ensure the needs of the service users are being met.
- Deliver formal staff supervision, undertake observation visits, and oversee caseload meetings to support and develop staff, highlighting any areas of concern or poor practice issues to line manager.
- Support line manager to ensure agreed staffing levels are maintained.

Performance Management

- All duties should be carried out in a professional manner adhering to Scottish Social Services Codes of Practice and The Care Inspectorate's National Care Standards.

- All duties should be carried out to ensure compliance with Queens Cross Housing Associations policies and procedures.
- The post holder will be responsible for their own good practice and for the practice of team members.
- Ensure accurate, up to date and concise information is recorded in service users case notes and inform line manager of any concerns relating to service delivery.

Planning & Organising

- Assist line managers in the planning and delivery of team meetings to ensure a continuity of support to service users as well as to support the development of colleagues.
- Support colleagues to plan and deliver individually tailored support to their key clients by ensuring all relevant paperwork is kept up to date and reviewed within agreed timescales to meet NCS.
- Be responsible for own time management and oversee the day to day running of service delivery by ensuring all noted appointments in desk diary are being met appropriately.
- Support and assist line managers to prepare for annual regulatory inspection.

Value for Money

- Support line management to meet the changing financial needs of the service.
- Work in an efficient manner to ensure the Wellbeing service meets its required contractual agreement.

Relationship Building

- Support line managers to maintain good working relationships with colleagues from other departments to ensure continuity in all aspects of service user's environment within their tenancies.
- Support line managers to maintain and build upon working relationships with professionals involved in the delivery and support to its existing service users.
- Work co-operatively as part of a team supervising and supporting colleagues to deliver a person-centred support service.
- Communicate in a knowledgeable confident and professional manner with external customers including social workers, commissioning team, carers, and relatives of service users.

Other Tasks & Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation.
- Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures.
- Ensure all activities are discharged in a safe manner, minimising risk at all times.

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills.
- Attend training and development courses as and when required.

Equality & Diversity

- Always observe and promote Equality & Diversity and Customer First policies.
- Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all

Sustainability

- Consider the sustainability of activities and resources to assist with Association's objective to reduce the negative impact of services on the environment.

Other

- Be willing to work flexibly and attend meetings out with normal hours when required.
- Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association's management.
- The duties of the post will be reviewed and modified in line with the needs of the service

Category	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> ▪ Minimum of 2 years prior experience supporting vulnerable individuals with mental health related issues. ▪ Experience of working without direct supervision. 	<ul style="list-style-type: none"> ▪ Previous experience of a supervisory role within a project supporting vulnerable individuals.
Knowledge, qualifications, and education	<ul style="list-style-type: none"> ▪ The ability and enthusiasm to work towards SVQ Level 4 in Health and Social Care. ▪ Sound knowledge of the Care Inspectorate National Care Standards and Scottish Social Services Codes of Practice and their application / relevance to practice. ▪ Knowledge and experience of issues affecting both individuals experiencing mental health related issues and older people. 	<ul style="list-style-type: none"> ▪ SVQ Level 4 in Health and Social Care.
Skills, abilities, and behaviours	<ul style="list-style-type: none"> ▪ Good interpersonal skills and the ability to manage time effectively. ▪ Confidence to supervise colleagues in the day-to-day delivery of a housing support service. ▪ Ability and confidence to raise and address areas of poor practice in others. ▪ Ability and confidence to oversee all aspects of service delivery in the absence of line manager. ▪ Ability to communicate in an open accurate and straightforward manner. ▪ Ability to respect and maintain the dignity and privacy of others. ▪ Ability to communicate with other professionals in a confident and skilled manner. ▪ Always ensure practice meets requirements of The Codes of Practice for Social Service Workers. ▪ Committed to personal development. 	

Key dimension category	Details
Level of communication required	<ul style="list-style-type: none"> ▪ Regular and professional communication with all internal association colleagues and departments. Communication includes email, telephone calls, memos, arranged meeting and informal face to face contact. This includes housing services, technical services, welfare rights, money advice and community development. ▪ Communicating in a knowledgeable, confident, and professional manner with external customers including social workers, case work team, commissioning team, carers and relatives of service users. This may include email, telephone calls, letters, or face to face meetings.
Authorities & Limitations	<ul style="list-style-type: none"> ▪ Postholder will resolve complex service user issues involving discussion with colleagues. ▪ Deputise for the manager in their absence and seek advice and support from other Wellbeing Managers where required. ▪ Postholder should produce and follow Support Plan. ▪ Postholder often lone work and need to use their own initiative in order to support service user's complex issues and make decisions based on current assessments of risk. Staff should follow set risk assessments, protocols and procedures. ▪ Postholder should follow policies, procedures and guidelines and contact line manager to update them and for advice and guidance as necessary. ▪ Adhere to NCS and SSSC standards and Codes of Practice.
Line management responsibilities	<ul style="list-style-type: none"> ▪ Supervisor will provide support and supervision of practice to staff team daily. ▪ Supervisor will undertake formal supervision within the team including sessional staff, sharing this responsibility with line manager.
Financial resources responsibilities	<ul style="list-style-type: none"> ▪ No financial resources responsibilities.
Additional responsibilities	<ul style="list-style-type: none"> ▪ Supervisor will deliver approximately 10 hours of service users support on a weekly basis. ▪ Supervisor will be responsible for formulating and reviewing approximately 40% service users support agreements, reviews, and risk assessments (including own key clients).
Problem solving and complexity of work	<ul style="list-style-type: none"> ▪ Require the knowledge and skill level to make decisions, respond to and deal with incidents relating to complex service user issues.
Working conditions	<ul style="list-style-type: none"> ▪ Office based 20% ▪ Lone Working/Service Users 50% ▪ Joint working 30% ▪ Postholder will have face to face contact with Service Users who experience mental health issues and a variety of complex emotional and mental health needs for up to 75% of working time.