

ROLE PROFILE Part1	Role Title	WELLBEING SUPPORT COORDINATOR			Dept /LPA	HR
			VETTING LEVEL			
Grade/Rank	Scale SOI					
Responsible To	Gemma Gair					
Staff Line Managed	None					
Reviewed by (Manager)	Gemma Gair				Date	17/12/2019
Purpose of Job	To act as an initial and continuing contact and triage point for individuals and managers seeking to access welfare support, providing advice as to appropriate services and facilitating contact with internal and external providers.					
Key Accountabilities	1. To create, develop and maintain professional supportive relationships with Police officers and staff who are seeking wellbeing support, including complex and critical illness cases. 2. To provide ongoing support and assistance to Police officers and staff, evaluating their needs at work, within the home, hospital and other non-work environments. 3. Identify the most appropriate intervention options based on professional knowledge and where required, signpost to internal and external support and specialists where required. 4. Triage issues that need to be dealt with urgently and treated with a higher priority than others. 5. Act as a coach to empower the individual to take ownership of their situation and produce and implement clear exit strategies supporting the individual to function independently. Where necessary, support individuals to exit the organisation with dignity. 6. To accurately record all contacts with individuals in case notes in line with force policy and guidelines, and GDPR legislation. 7. Ensure safeguarding issues are quickly recognised and any concerns regarding children or vulnerable adults are immediately reported to the appropriate agencies 8. Provide appropriate advice and support for managers on wellbeing issues including suspension, bereavement, discipline, finance, relationships, and rehabilitation, enabling them in turn to support individuals wellbeing needs and where possible their return to work. 9. To give regular and effective service. Note: This role profile is designed to assist postholders with understanding what is expected of them in their role. Hampshire Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.					
Additional Requirements	Maintain personal responsibility for collection, recording, evaluation, information sharing, review, retention and disposal of information in compliance with codes of practice and Guidance in the Management of Information, information security policy, procedures and legislation. The role holder may be required to visit various locations within Hampshire and the Isle of Wight, and must hold a current full drivers licence and be prepared to take and pass a Force driving course if required. May be asked to carry out fire warden duties to meet required standards if required. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.					

ROLE PROFILE Part2 CVF Recruitment Competencies	We are Emotionally Aware Level 2 We Take Ownership Level 1 We are collaborative Level 1 Transparency																													
Education/ Qualifications	Essential: Educated to QCF Level 3 OR work experience deemed to have brought the postholder to a comparable level. National Certificate in the Management of Health and Well-being at Work or an equivalent professional qualifications of a similar level Desirable: n/s																													
Experience and Skills	Essential: Previous experience supporting individuals in their mental / physical health. Ability to work independently without close supervision Desirable: Experience working with a police force or other blue light service																													
Approved by HR	Jayne Beddall, Senior HR Adviser	Date 07/01/2020																												
ROLE PROFILE Part3 CPD																														
Competencies	All roles are expected to know, understand and act within the ethics and values of the Police Service. <table><tr><td colspan="2">Resolute, compassionate and committed</td></tr><tr><td>We are Emotionally Aware</td><td>Level 2</td></tr><tr><td>We Take Ownership</td><td>Level 1</td></tr><tr><td colspan="2">Inclusive, enabling and visionary leadership</td></tr><tr><td>We are collaborative</td><td>Level 1</td></tr><tr><td>We Deliver, Support and Inspire</td><td>Level 1</td></tr><tr><td colspan="2">Intelligent, creative and informed policing</td></tr><tr><td>We Analyse Critically</td><td>Level 1</td></tr><tr><td>We are Innovative and Open Minded</td><td>Level 1</td></tr><tr><td colspan="2"></td></tr><tr><td colspan="2">Impartiality</td></tr><tr><td colspan="2">Integrity</td></tr><tr><td colspan="2">Public Service</td></tr><tr><td colspan="2">Transparency</td></tr></table>		Resolute, compassionate and committed		We are Emotionally Aware	Level 2	We Take Ownership	Level 1	Inclusive, enabling and visionary leadership		We are collaborative	Level 1	We Deliver, Support and Inspire	Level 1	Intelligent, creative and informed policing		We Analyse Critically	Level 1	We are Innovative and Open Minded	Level 1			Impartiality		Integrity		Public Service		Transparency	
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Initial Development skills for new to role period	All staff are required to complete mandatory e-Learning including annual DSE and Fire Safety plus any role-specific training required.																													
Continuing Professional Development																														

