

Charlie Ratchford Court Wellbeing Coordinator

The Values of the Service

Deliver with the people of Camden- Co-production- working alongside people to make sure that the service being provided is what they want and need. That the voice of the people of Camden is heard and acted upon at an individual and collective level.

Be accountable to your team- Doing what you say you are going to and holding each other accountable to each other actions and attitudes. Supporting each other to be at their best.
Take Personal Responsibility -To be personally responsible and respond to the needs of the service. Not to pass the buck.

Take pride in getting it right- To feel proud of the work that we do and striving to exceed expectations

Work with people to find ways that are better for them- To generously share your resources, talents and skills as a way of serving others. To find empathetic ways to support people to achieve positive outcomes.

The essence of the role:

To focus on the overall experience of the people we support and their physical and mental wellbeing. Co-designing the support they want and need to have, and what matters to them in their lives. Coaching teams to deliver what matters to them and their outcomes.

In detail

- Focus on the people we support and their wellbeing ensuring that people co-design their support and are at the centre of decisions about their life
- To lead initial conversations with the people we support to determine what matters to them, what they want to achieve and how to achieve this
- Developing and reviewing support plans with the people receiving support.
- Using the Outcome Sequence and Support Sequence to determine outcomes and how they will be delivered
- Coach team members to deliver best support alongside the Wellbeing Leader
- Having conversations with people to identify what matters to them, their outcomes and how to deliver these (through the Outcome and Support Sequence)
- Facilitating 6 monthly person-centred conversations for each person supported in partnership with the Wellbeing Link Worker
- Work with the Wellbeing Leader, and support the recruitment of Wellbeing Workers, and delivering Working Together for Change
- Local lead for technology - knowing what is possible and available, and supporting people to use this
- To lead on gathering information about what we are learning from the people we support to improve the quality of their service and lives. To liaise with commissioners in relation to Camden's quality assurance processes