

Job Description



Position Details

Position:	Well-Being Co-ordinator – Preventative Services
Directorate:	Social Services
Service:	Information, Advice and Assistance
Position no:	BG02938
Grade:	6
Hours of work:	37
Work style:	Agile Worker
DBS required:	Enhanced Disclosure
Contact:	Kirsty Gibbs
Date:	20.4.2026

Politically Restricted? Yes* No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Team Managers in Preventative Services.

Responsible for: Supporting individuals to achieve outcomes that enhance independence, and promote personal wellbeing.

Principal Accountabilities

1. Provide a signposting, information and advice service at the access points of the Adult Social Services to ensure that the department meets its duty within the Social Services and Wellbeing Act 2014.
2. Provide people with a positive customer experience and ensure they are given accurate information, advice, and guidance.
3. Carry out proportionate assessments with individuals and their carers, identifying personalised outcomes and asset based solutions.
4. Apply the national eligibility, taking into account co-productivity and the strengths of the individual and their local community.
5. Provide information and advice on appropriate aids and equipment (including technology based solutions) to enable people to live as independently as possible in their own homes.

6. Support the local community to identify gaps and to develop groups, activities and networks that will enhance community resilience. To disseminate this knowledge to the wider community and ensure the chosen database is up-to-date and maintained.
7. Commission innovative care and support packages which are proportionate and reflective of what matters to the person. To monitor and review the effectiveness of those plans with the individual and service provider.
8. Make decisions about the level of presenting risk and complexity in order to facilitate the correct response. Recognise Adult and Children safeguarding concerns and alert the necessary seniors where appropriate.
9. Work alongside colleagues internally, and from statutory and voluntary agencies, through multi-disciplinary assessments and meetings.
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11. To demonstrate a commitment to personal development by participating in training and if appropriate to work towards a relevant qualification.
12. Comply with all Departmental and Authority policies.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

Requirements	Essential (E) / Desirable (D)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Qualifications		
Relevant Health & Social care Level 3 qualification (or equivalent).	E	A
Relevant Health & Social care Level 4 qualification (or equivalent) or willing to work towards.	E	A
Trusted Assessor Training or willing to work towards.	E	A
Key handler Training or willing to work towards.	E	A
Experience		
Minimum of 2 years' experience of working with people and their families in a health & social care setting	E	A
Experience of working with communities to promote community resilience and community development	E	A
Experience of multi-disciplinary working across health and social care partners	E	A I
Knowledge / Skills		
Knowledge and understanding of relevant legislation for health and social care	E	A I
Have an understanding of the concept of risk and have an awareness of the protection of adults, children and young people at risk	E	A I
Ability to establish good working relationships with individuals and their carers	E	A I
Ability to coordinate and produce assessments and care & support plans to a high standard.	E	A I
Ability to prescribe aids and adaptations to enable independence at home.	E	A I
An understanding of the different health and social care initiatives operating across the borough	D	A I
Personal Attributes		
Clear verbal and written communication skills	E	A I
To display commitment and enthusiasm in relation to achieving what matters to people through collaborative conversations that are strengths based and outcome focussed	E	A I
Ability to assimilate information and use analytical skills to identify appropriate action	D	A I
Strong interpersonal skills	E	A I
Excellent IT& recording skills including the use of software such as Microsoft Office, WCCIS, Outlook, MS Teams, Attend Anywhere etc.	E	A
Ability to work under pressure, including the ability to meet tight deadlines	E	A I
Able to work independently and as an effective team member	E	A I
Committed to ongoing professional development	E	A I
To be able to work flexibly to meet the needs of the organisation	E	A I
Current driving licence and access to a vehicle for work purposes	D	A
Welsh Language Ability	D	A

Minimum Welsh Language Skill Requirements (Indicated with a tick (✓) below)	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional.	A
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total)	
Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total).	

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

Competencies – Delivering the Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Plans ahead, organises work in advance	PP
Involves line manager / colleagues in setting and meeting targets	PP
Reorganises work when necessary	PP
Sees tasks through to completion whenever possible	PP
Seeks help if workload becomes unmanageable	PP
Uses initiative to report issues that arise that impact on others	PP

Competencies – Improvement and Change	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Is prepared to try new things & feedback results	PP
Understands that changes are needed if things are to be improved	PP
Finds new and creative ways of doing things better	PP
Actively seeks to develop own skills and knowledge	PP
Learns from mistakes & welcomes constructive feedback	PP

Competencies – Providing Excellent Customer Service	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Recognises the importance of high standards of customer service	PP
Is committed to providing an excellent service to all the citizens of Blaenau Gwent	PP
Understands the links between own professionalism and the possible impact on the Authority's image	PP
Has a professional attitude that sets an example to colleagues	PP
Takes pride in own work and that of colleagues	PP
Is respectful, courteous and helpful at all times	PP

Competencies – Team working	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Reacts constructively to others' suggestions and requests	PP
Recognises potential value of others' opinions and actively seeks their contributions	PP
Asks for help when necessary	PP
Actively seeks to help others	PP
Is aware of the impact of own behaviour on others	PP

Competencies – Communicating	Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify
Adapts content and style to help others understand	PP
Makes sure that people are regularly informed	PP
Uses appropriate language, gestures and tone when talking with others	PP
Checks others have understood & seeks advice when necessary	PP
Actively seeks to improve all forms of communication with others	PP
Communicates professionally by using formal channels appropriate to the situation	PP

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