

**EASTERN
FEDERATION
SUPPORT UNIT**



APPLICANT INFORMATION PACK

Connected Community Care Wellbeing Co-ordinator

JOB REF: WBC/2025/35



Introduction

To provide the best possible healthcare for the people we serve, it is essential that GP Federations attract and retain staff who are appropriately qualified, professional in the service they deliver, happy and productive in their work and committed to lifelong learning and developing in their role.

This information pack includes the following information which you should refer to when completing your application:

- A brief overview of the role of GP Federations, the Eastern Federation Support Unit (FSU) and the Connected Community Care Service
- Job description and Person specification
- Guidance notes which should assist you in the completion of your application form.
- An outline of the Recruitment process
- Overview of the terms & conditions of employment

Thank you for your interest in applying for a position within GP Federations and we look forward to receiving your application.

Northern Ireland GP Federations

Evidence and recommendations from the Royal College of General Practice, the Kings Fund and the Bengoa Report highlight the benefits of GP Federations in addressing the increasing demand for primary care and the workforce challenges facing General Practitioners.

Across Northern Ireland, there are 17 GP Federations which have been established by GPs to support General Practice and facilitate the transformation of health and social care in a primary care setting. Each Federation has been established as a Not-For-Profit Community Interest Company and any financial surplus generated through efficiency is re-invested in front-line services.

Each Federation covers a patient population of approximately 100,000 patients and, because of scale, provides services which would not otherwise be delivered at individual Practice level.

The Eastern Federation Support Unit (FSU)

Eastern FSU employs over 20 staff to provide corporate & operational services and professional management at scale to its member GP Federations, on a local and regional basis.

Within the Eastern area, there are 8 GP Federations which FSU supports:

- Ards
- Down
- East Belfast
- Lisburn
- North Belfast
- North Down
- South Belfast
- West Belfast

The 8 GP Federations cumulatively employ over 200 staff working as General Practice Pharmacists, Senior Mental Health Practitioners and Nurses. By coming together within a largescale, primary care organisation, it enables economies of scale, not achievable by a single practice, such as:

- General practice pharmacy scheme
- Nursing initiatives
- Multi-disciplinary teams

In addition, Eastern FSU manages a range of local and regional services, which patients benefit from, and we employ over 70 staff directly to deliver these including:

- Connected community care (social prescribing)
- Elective care services
- Practice improvement and crisis response
- Practice based learning

Eastern FSU and its eight GP Federations are clinically led, not-for-profit Community Interest Companies which means that they exist for the benefit of its community. Any financial surplus generated must be reinvested in the Company.

More information on our projects and services can be found on our website www.easternfsu.com

The Connected Community Care (CCC) Service

The Integrated Care Partnerships launched the Connected Community Care (CCC) service in 2016. It is a partnership with GP Federations, Belfast Health and Social Care Trust and community and voluntary providers. The service was created to support the reduction of health inequalities by empowering people to play an active part in their health and wellbeing outside of the medical setting.

The CCC team works across **Belfast** to assist GP practices by co-producing a support plan with individuals utilising a holistic needs assessment tool and connecting individuals **support services within their local area**. The CCC service accepts referrals from anyone **aged 18 and over** registered with a GP in the Belfast area, regardless of postcode at no cost to the individual.

The types of support offered are indicated below:



CCC Wellbeing Coordinators

CCC Wellbeing Coordinators specialise in supporting those with, or at risk of, developing chronic conditions, isolation, and loneliness. If someone needs help finding support, groups/activities or accessing emotional/practical support they can help.



JOB DESCRIPTION

POST:	Wellbeing Co-ordinator
LOCATION:	Belfast Area – TBC
REPORTS TO:	Connected Community Care Manager – Belfast Trust
RESPONSIBLE TO:	Chief Executive, Eastern GP Federation Support Unit
SALARY:	£29,970 - £36,483 per annum
HOURS:	37.5 hours per week

DESCRIPTION OF SERVICE:

The Connected Community Care service will develop a community centred approach to health and wellbeing by co-ordinating and connecting people to assets within their local area to meet their individual needs. This will increase people's control over their own lives and support them to remain independent thus improving their overall health, wellbeing and social participation.

JOB SUMMARY:

The Wellbeing Co-ordinator will be a member of a Belfast wide team and will responsible for working in partnership with the community and voluntary sector to implement a local integrated wellbeing hub to meet the holistic needs of older people and people with long term conditions.

KEY RESULT AREAS:

The post holder will be responsible for: -

Service delivery

- Scoping and analysing of current service provision available in the community, considering referral process, criteria, access and staff competencies to deliver the service

- Develop and maintain central database of services ensuring robust processes are in place to ensure information is current and relevant
- Work in partnership to develop a holistic assessment tool and agree appropriate programmes/interventions for each individual based on a person-centred approach
- Facilitate the co-ordination of services and ensure a seamless transition for individual by acting as a central co-ordinator throughout the process
- Receive and triage all referrals, working in partnership with BHSCT, PHA and community and voluntary colleagues to ensure the client receives the most appropriate service for their needs
- Ensure all new referrals have adequate information, liaise with other colleagues and representatives from the community/voluntary sector to allocate individual to relevant service
- Monitor an individual's progress along the wellbeing pathway, analysing the outcomes of service interventions and communicate this information appropriately
- Monitor activity of Connected Community Care hub and provide regular management/operational reports to the Hub Manager
- Be responsible for ensuring referrals are seen within the prescribed timeframes and monitor compliance
- Co- design wellbeing plans with individual service users and other colleagues, identifying support needs to ensure maximum engagement thus improving health and well-being outcomes
- Develop an exit strategy to ensure the service user has benefited from the service but feels supported to remain independent

Community development

- Develop strong links with the community and voluntary sector identifying opportunities for development
- Raise awareness with GPs, Integrated Care Teams and other health care professionals of the services available in the community

- Identify gaps in services and work in partnership with community/voluntary sector to co-produce new interventions and programmes required to meet the needs of individuals referred to the service
- Act as a health promotion champion in the community encouraging service users to maintain independence and take control of their own health and wellbeing and raise awareness of a health promotion approach
- Work closely with other providers/agencies to support and deliver health promotion/improvement programmes
- Utilise existing community assets and structures to promote prevention and self-management of long term conditions and reduce social isolation
- Co-design non-medical interventions with local people to ensure their needs are met, while developing social connections
- Promote a culture based on the principles of person centred support, ensuring dignity, choice, respect and independence are upheld at all times

Project Management

- Support hub manager to develop implementation plans to ensure hub is integrated into local community
- Lead on planning and operational delivery of the service across the specific local area in Belfast to provide a person centred, responsive, flexible service to individuals
- Scope, design and maintain evaluation systems to demonstrate impact of hub on an individual and collective basis
- Create a communication strategy ensuring that all stakeholders are informed of any development in a timely manner
- Develop and maintain quality assurance and improvement measures that monitor standards and ensure a high-quality service
- Develop and maintain a risk management system to ensure all risks are addressed and mitigated
- Promote a culture of continuous improvement within the service

Collaborative working

- Work effectively as part of a team with counterparts across Belfast
- Liaise with GPs, practice managers and other health care professionals across HSCB
- To broker and establish new partnerships between statutory and community/voluntary sectors to enhance service delivery
- To develop and sustain relationships with service users, partner agencies and appropriate external agencies

General

- At all times provide a caring service and treat those with whom they come into contact in a courteous manner
- To act on all safeguarding concerns about individuals in accordance with latest procedures
- Demonstrate their commitment by their regular attendance and the efficient completion of all tasks allocated to them
- Carry out their duties and responsibilities in compliance with all GP Federation Support Unit policies and regulations
- Adhere to Equality and Good Relations duties throughout the course of their employment
- Maintain high standards of personal accountability
- To undertake any duties that are consistent with the level of the post and fall within the scope of the role
- Comply with the GP Federation Support Unit Code of Conduct
- To identify and undertake continual professional development

GDPR

- Ensure adherence to FSU Data Protection policy in undertaking duties.
- Support the FSU in ensuring compliance with GDPR.
- Develop and maintain a filing system for both paper and electronic records in compliance with the requirements under DPA (2018) and GDPR.

All duties must be carried out in compliance with the Health and Safety Policy and statutory regulations. The post requires frequent VDU use of up to 3 to 4 hours at a time.

RECORDS MANAGEMENT

All employees of FSU are responsible to the Executive Board for all records held, created or used as part of their business including corporate and administrative records whether paper-

based or electronic and including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Information Regulations 2004 and the Data Protection Act 2018 and EU GDPR. Employees are required to be conversant with the organisation's policy and procedures on records management and to seek advice if in doubt.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the postholder works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

Please note that the FSU operates a “No Smoking” Policy, and all employees MUST comply with this.

We are an Equal Opportunities Employer

		<p>Experience of scoping/mapping services</p> <p>Experience of contract monitoring</p> <p>Experience of personal and public involvement/engagement</p>	
KNOWLEDGE, ABILITIES & SKILLS:	<p>Highly developed interpersonal, networking and co-ordination skills</p> <p>Knowledge of health promotion</p> <p>Ability to understand complex client needs and how to use social capital to meet these needs</p> <p>Commitment to enabling/empowering individuals to promote independence</p> <p>Knowledge of a community assets approach</p>	<p>Knowledge of guided conversations/motivational interviews.</p>	<p>Interview</p> <p>Application form</p> <p>Interview</p>

	<p>Excellent communication skills and the ability to influence and negotiate with key stakeholders</p> <p>Ability to work autonomously to plan, lead and manage change</p> <p>Evidence of team- working, building multi-disciplinary working relationships</p> <p>Demonstrate a motivating and inspiring manner</p> <p>Flexible and adaptable when developing new services</p> <p>Excellent record keeping skills</p> <p>Knowledge of outcome focused measurement</p>		<p>Interview</p> <p>Application form and interview questions.</p> <p>Interview</p>
OTHER:	<p>IT literate with working knowledge of Microsoft Office</p> <p>The successful candidate must hold *a full current driving license (valid in the UK) and have access to a car at the closing date or have access to a form of transport which will permit the applicant to carry out the duties of the post in full.</p> <p>* This relates only to any person who has declared that they have a disability, which debars them from driving.</p>		<p>Application form</p> <p>Application form</p>

Applicants please note:

Whilst elements of the essential criteria of the Personnel Specification will form the basis for shortlisting, these may become more stringent by the introduction of desirable criteria.

The appointment is subject to proof of the attainment of any qualifications deemed essential to the post and used as a basis for shortlisting. Failure to provide evidence of the required qualifications prior to taking up the post will result in the offer of employment being withdrawn.

Appointments may be subject to assessment by the Occupational Health Service.

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How to Apply

Return of application forms

Please complete the application form provided with this pack and return to recruitment@easternfsu.co.uk

Application forms must be submitted by the stated closing date and time.

GP Federations are not responsible for any technical difficulties that may arise and are not obliged to accept a late application in these circumstances.

Late applications will not be accepted.

Candidates with a Disability

GP Federations are committed to ensuring that applicants with a disability have equality of opportunity and are considered solely on their merits. Therefore, if you require any assistance/reasonable adjustments during the recruitment process, please give details on your application form in the relevant section. If you would like to speak to someone about reasonable adjustments, please contact Angela Emmett at angela.emmett@easternfsu.co.uk

Waiting List

Following interviews, a waiting list may be compiled for future same or similar vacancies arising. The waiting list will normally be held for 12 months.

Recruitment Process

Process	Dates
Open applications	Wednesday 27 August 2025
Close applications	Wednesday 10 September 2025 12 noon
<i>Anticipated Interviews</i>	TBC

Pre-employment checks

The following pre-employment checks will be carried out prior to appointing someone to a post:

References

All appointments are subject to two satisfactory references being received. One of your references must have knowledge of your present work/or most recent employment & be in a supervisory/managerial capacity. References will be requested only after a job offer has been made.

Professional Registration/Qualification Checks/Verification of Identity

The Human Resources Team will carry out checks to confirm professional registration and any qualifications which are listed as essential in the Personnel Specification. Proof of qualifications and/or professional registration will be required if an offer of employment is made. If successful, appointees will be required to produce documentary evidence that they are legally entitled to live and work in the UK e.g. Passport/travel documents.

TERMS AND CONDITIONS

GP Federations offer a competitive remuneration package and terms and conditions of employment. Our employment practices and policies adhere to all relevant employment legislation, and we are committed to promoting diversity and equality of opportunity in employment for our staff. As well as the items listed below, Federations also offer occupational maternity, paternity, and adoption pay, as well as an occupational sick pay scheme.

Probationary Period

The appointment is subject to a six-month probationary period, during which time performance will be monitored.

Hours of Work

The standard hours of work are 37.5 hours per week. Attendance at some evening meetings, events outside normal working hours and travel within Northern Ireland will be required.

Annual Holidays

The holiday year runs from 1 April to 31 March. If you are in the service of the Federation on 1 April in any year, entitlement to annual leave with pay in that leave year will be 27 days in addition to statutory and bank holidays as specified below (annual leave will be allocated on a pro rata basis for part time staff). Entitlement to annual leave will increase to 29 days per annum pro rata after 5 years' service with the Federation, and 33 days per annum pro rata after 10 years' service.

Statutory Holidays

You will receive 10 Statutory (Public) Holidays with pay. Part time staff will receive a pro rata proportion of the bank holiday entitlement regardless of the days on which they are required to work. When the public holiday falls on a Saturday or Sunday; the 'substitute day' is normally the following Monday.

Pension

This post will be pensionable from the date of commencement of employment. GP Federations have access to the HSC Pension Scheme as the company pension scheme, and appointees will be automatically enrolled into this scheme providing they meet the relevant criteria.