

# Transferable Role Template

## Career Framework Level 5

### Well Being Co-ordinator

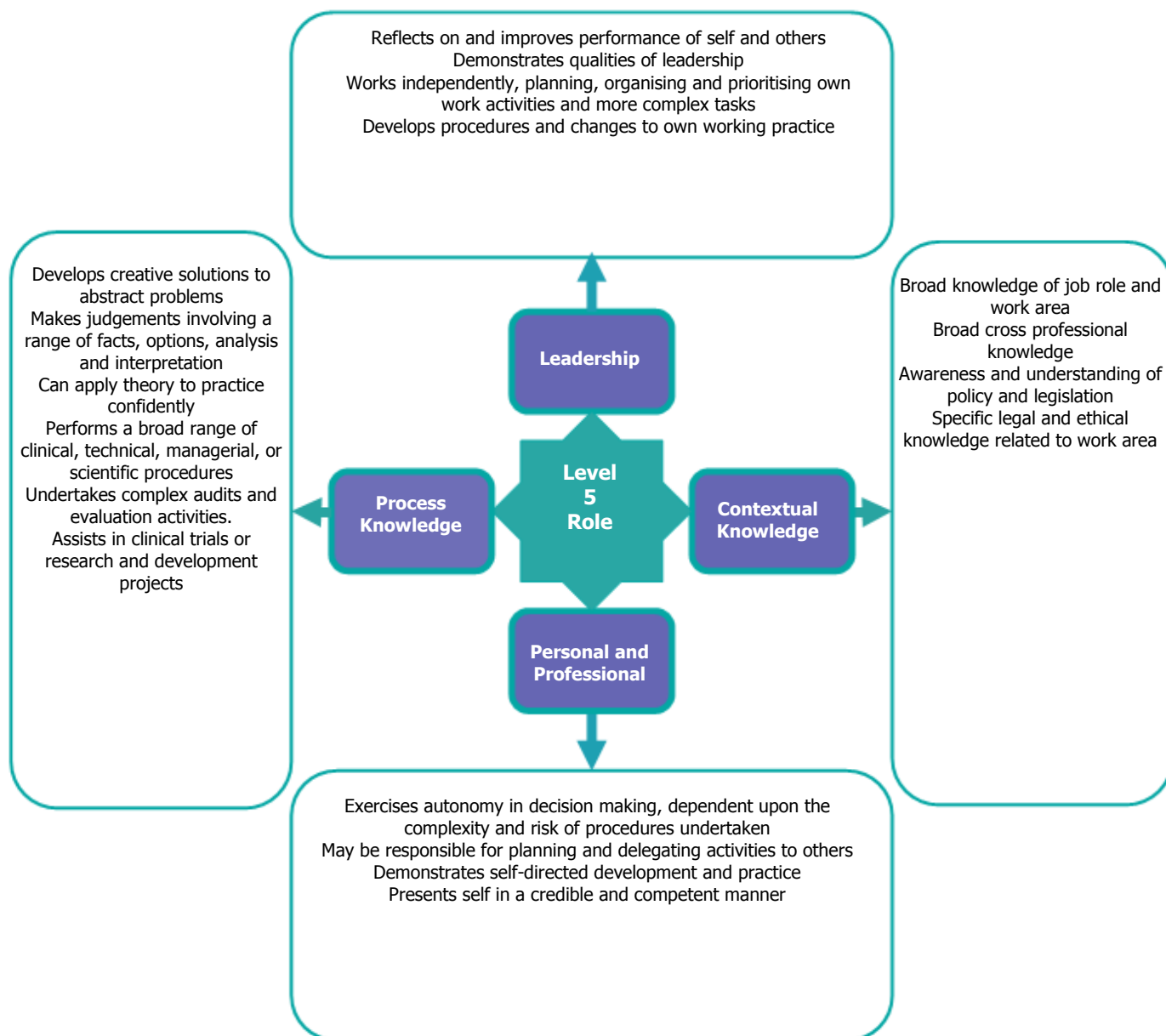
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#### Developers

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## Level Descriptors

### Key characteristics of a Level 5 Role



### Definition of the Level 5 Role

People at level 5 will have a comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge.

They are able to use knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self-development. They may have responsibility for supervision of staff or training.

### Example of Role at Level 5

Practitioner:

Practitioners have a broad knowledge base in a particular field of practice which enables them to work with a considerable degree of autonomy. They may have line management responsibilities but will not be responsible for service delivery. They actively use research findings to enhance and underpin their practice. A practitioner is competent in their area of practice and will seek opportunities to improve the service they offer.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

### Basic Information:

Named Role	<b>Well Being Co-Ordinator</b>
Area of work	Community NHS Or Local Authority Or Independent, Health Promotion, Primary Care, Public Health
Role Family	Health Promotion
Experience required	N/A
Career Framework Level	5

## Summary of Role

The role will involve supporting people to self-manage long-term conditions

## Scope of the Role

The role will involve supporting people to self-manage long-term conditions, to adapt health-promoting behaviours, have increased understanding and control over their conditions, and an increased sense of wellbeing from other activities and social connections. The role will be a member of integrated health and social care teams, accepting referrals for people who need this additional support. This will include building more effective pathways between health and social care services and the local voluntary and community sector.

The role will work with people to develop their own goals, agree plans to improve wellbeing, and address lifestyle issues in doing so, it is anticipated that people will be better equipped to manage their own conditions, and have improved resilience.

All level 5 roles will have the following common/core competences.

All competences are national occupational standards (NOS)

Specific competences to the role have then been identified. Any additional competences specific to the locality should then be identified locally using the competence tools and health functional map and added to the template using the same format.

## Level 5 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3001">http://tools.skillsforhealth.org.uk/competence/show/html/id/3001</a>
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.1	Develop your own practice	GEN13 Synthesise new knowledge into the development of your own practice <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/376">http://tools.skillsforhealth.org.uk/competence/show/html/id/376</a>
			CFAM&LAA3 Develop and maintain your professional networks <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3770">http://tools.skillsforhealth.org.uk/competence/show/html/id/3770</a>
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2051">http://tools.skillsforhealth.org.uk/competence/show/html/id/2051</a>
			SCDHSC0033 Develop your practice through reflection and learning <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3415">http://tools.skillsforhealth.org.uk/competence/show/html/id/3415</a>
	2.2.1	Support the development of the knowledge and practice of individuals	SCDHSC0043 Take responsibility for the continuing professional development of yourself and others <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3481">http://tools.skillsforhealth.org.uk/competence/show/html/id/3481</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3309">http://tools.skillsforhealth.org.uk/competence/show/html/id/3309</a>
			PROHSS1 Make sure your own actions reduce risks to health and safety <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3327">http://tools.skillsforhealth.org.uk/competence/show/html/id/3327</a>
			PMWRV1 Make sure your actions contribute to a positive and safe working culture <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4027">http://tools.skillsforhealth.org.uk/competence/show/html/id/4027</a>
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3518">http://tools.skillsforhealth.org.uk/competence/show/html/id/3518</a>
<b>4. SERVICE IMPROVEMENT</b>	4.6	Promote service improvement	CFAM&LCA1 Identify and evaluate opportunities for innovation and improvement <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3783">http://tools.skillsforhealth.org.uk/competence/show/html/id/3783</a>
<b>5. QUALITY</b>	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/85">http://tools.skillsforhealth.org.uk/competence/show/html/id/85</a>
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2501">http://tools.skillsforhealth.org.uk/competence/show/html/id/2501</a>

<b>6. EQUALITY &amp; DIVERSITY</b>	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3506">http://tools.skillsforhealth.org.uk/competence/show/html/id/3506</a>
	6.2	Promote equality of opportunity and diversity	SCDHSC3111 Promote the rights and diversity of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3540">http://tools.skillsforhealth.org.uk/competence/show/html/id/3540</a>
<b>B. HEALTH INTERVENTION</b>	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2820">http://tools.skillsforhealth.org.uk/competence/show/html/id/2820</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4104">http://tools.skillsforhealth.org.uk/competence/show/html/id/4104</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3509">http://tools.skillsforhealth.org.uk/competence/show/html/id/3509</a>
	H1.3.2	Develop relationships with individuals	CFAM&LDD1 Develop and sustain productive working relationships with colleagues <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3787">http://tools.skillsforhealth.org.uk/competence/show/html/id/3787</a>
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/4150">http://tools.skillsforhealth.org.uk/competence/show/html/id/4150</a>

### Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>1. COMMUNICATION</b>	1.2	Communicate effectively	OP1 Communicate with older people and their carers <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/612">http://tools.skillsforhealth.org.uk/competence/show/html/id/612</a>
			GEN62 Collate and communicate health information to individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2317">http://tools.skillsforhealth.org.uk/competence/show/html/id/2317</a>
			GEN99 Promote effective communication and relationships with people who are troubled or distressed <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3861">http://tools.skillsforhealth.org.uk/competence/show/html/id/3861</a>
	1.4	Develop relationships with individuals	CHS100 Develop relationships with individuals with long term conditions <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2263">http://tools.skillsforhealth.org.uk/competence/show/html/id/2263</a>
	1.5	Provide information, advice and guidance	GEN14 Provide advice and information to individuals on how to manage their own condition <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/377">http://tools.skillsforhealth.org.uk/competence/show/html/id/377</a>

			RenTP17 Investigate patients' enquiries about their health <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/1999">http://tools.skillsforhealth.org.uk/competence/show/html/id/1999</a>
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.1.1	Develop your own practice	GEN31 Initiate, and participate in, networks and discussion groups <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2290">http://tools.skillsforhealth.org.uk/competence/show/html/id/2290</a>
<b>5. QUALITY</b>	5.2.3	Improve the quality of healthcare through audit and evaluation	PHS08 Improve the quality of health and healthcare interventions and services through audit and evaluation <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2470">http://tools.skillsforhealth.org.uk/competence/show/html/id/2470</a>
<b>A. ASSESSMENT</b>	A2.5	Agree courses of action following assessment	CHS45 Agree courses of action following assessment to address health and wellbeing needs of individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2219">http://tools.skillsforhealth.org.uk/competence/show/html/id/2219</a>
<b>B. HEALTH INTERVENTION</b>	B3.4.1	Receive and direct requests for health care assistance using protocols and guidelines	CHS59 Respond to referrals of individuals with health conditions <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2235">http://tools.skillsforhealth.org.uk/competence/show/html/id/2235</a>
	B3.4.2	Refer individuals to services for treatment and care	GEN123 Work with others to facilitate the transfer of individuals between agencies and services <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3889">http://tools.skillsforhealth.org.uk/competence/show/html/id/3889</a>
	B16.3	Assist individuals in undertaking activities	GEN47 Agree actions to assist individuals in undertaking desired occupational and non-occupational activities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2225">http://tools.skillsforhealth.org.uk/competence/show/html/id/2225</a>
	B16.4	Support individuals to retain, regain and develop the skills to manage their lives and environment	SCDHSC0027 Support individuals in their daily living <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3537">http://tools.skillsforhealth.org.uk/competence/show/html/id/3537</a>
<b>C. HEALTH PROMOTION &amp; PROTECTION</b>	C1.2.2	Implement strategies to promote individuals' health and wellbeing	PHP31 Work in partnership with others to implement strategies for improving health and wellbeing <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2431">http://tools.skillsforhealth.org.uk/competence/show/html/id/2431</a>
			GEN129 Project manage action targeted at addressing health and wellbeing issues <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3895">http://tools.skillsforhealth.org.uk/competence/show/html/id/3895</a>
	C2.1	Encourage behavioural change in people and agencies to promote health and wellbeing	MH27.2012 Reinforce positive behavioural goals during relationships with individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3376">http://tools.skillsforhealth.org.uk/competence/show/html/id/3376</a>

	C2.2	Provide information to individuals, groups and communities about promoting health	HT2 Communicate with individuals about promoting their health and wellbeing <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2499">http://tools.skillsforhealth.org.uk/competence/show/html/id/2499</a>
	C2.3	Facilitate the development of community groups / networks	HT1 Make relationships with communities <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2498">http://tools.skillsforhealth.org.uk/competence/show/html/id/2498</a>
<b>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.1	Collect and validate data and information for processing	SFJCPS 8.12 Search databases and sources of information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3272">http://tools.skillsforhealth.org.uk/competence/show/html/id/3272</a>
<b>F. EDUCATION LEARNING &amp; RESEARCH</b>	F4.4	Enable individuals to develop the knowledge and skills to manage their own health needs	PE5 Develop relationships with individuals that support them in addressing their health needs <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2105">http://tools.skillsforhealth.org.uk/competence/show/html/id/2105</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.3.1	Contribute to the effectiveness of teams	SCDHSC3100 Participate in inter-disciplinary team working to support individuals <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3420">http://tools.skillsforhealth.org.uk/competence/show/html/id/3420</a>
	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3510">http://tools.skillsforhealth.org.uk/competence/show/html/id/3510</a>



**Facets of Role (National Occupational Standards):**

Underpinning Principle	Reference Function		Competence
		None Assigned	

**Locality Specific Competences / National Occupational Standards:**

Underpinning Principle	Reference Function		Competence
		None Assigned	

### **Indicative Learning and Development**

Transferable roles may be underpinned by a range of learning and development activities to ensure both competence and role confidence. The learning and development included within the template is by nature indicative. In some cases it is endorsed by professional bodies and/or special interest groups and accredited by an awarding body.

<b>Transferable role</b>	<b>Well Being Co-ordinator</b>
<b>Formal endorsed learning</b>	Not specified
<b>Informal learning</b>	A range of informal learning opportunities will be appropriate including reflective practice, job shadowing, attendance only courses
<b>Summary of learning and development including aims and objectives</b>	<p>Knowledge and skills developed should enable the individual to undertake their duties in a safe and competent manner. Assessment of competence will support clinical governance, meet individual learning needs, maintain competence, and link with the Knowledge and Skills Framework or equivalent.</p> <p>Core areas</p> <ul style="list-style-type: none"> <li>- Communication</li> <li>- Management and administration</li> <li>- Navigation</li> <li>- Multidisciplinary &amp; Interagency working</li> <li>- Rehabilitation</li> <li>- Enablement &amp; Health and Wellbeing needs</li> <li>- Health promotion</li> <li>- Evidence-based pathways for intervention</li> <li>- Self-management of long-term conditions</li> <li>- Motivational interviewing techniques</li> <li>- Evaluation</li> <li>- Personalisation</li> </ul>
<b>Duration</b>	Variable depending upon the experience and prior learning of the individual

<b>National Occupational Standards used</b>	As detailed within role outline. The performance criteria and knowledge statements in each NOS will form the basis for the development of specific learning outcomes for each person and may be used to develop generic learning outcomes for each module/unit of learning.
<b>Credits (including framework used)</b>	Wherever possible learning should be credit rated to enable transferability and progression
<b>Accreditation</b>	Wherever possible learning should be accredited by education providers, professional bodies or similar
<b>APEL and progression</b>	Wherever possible learning should be transferable through APEL and should enable progression to other formal learning
<b>Programme structure</b>	A blended approach to learning which includes e learning, modular formal learning and workbased learning and assessment.
<b>Continuous Professional Development</b>	Not specified
<b>Resources required, e.g. placement learning, preceptors, accredited assessors etc</b>	Formal protected study time Supervision Work based assessment Access to formal modules
<b>Quality Assurance</b>	Either through the education provider or agreed in house procedures.
<b>Policies included in learning programme documentation</b>	Equal opportunities, equality & diversity and accessibility
<b>Funding</b>	Funding to be agreed locally
<b>Leading to registration or membership with:</b>	N/A

### References & Further Information:

European Commission, (2008) The European qualifications framework for lifelong learning (EQF)  
Luxembourg: Office for Official Publications of the European Communities

Skills for Health, (2010) Summary of Attributes and Definitions for Career Framework Levels