

Job Description

Job Title: Wellbeing Coordinator

Pay Band: Band 4

Post: Full time/job share 12 months fixed term secondment

Location: Broadgreen Hospital – ME/CFS & Post Viral Fatigue Service

Accountable To: Service Manager

Professionally Accountable To: Service Manager

Job Purpose

The Wellbeing Coordinator will provide non-clinical, person-centred wellbeing support to adults living with Myalgic Encephalomyelitis/Chronic Fatigue Syndrome (ME/CFS) and Post Viral Fatigue who are under the care of the Liverpool ME/CFS & Post Viral Fatigue Service.

Working as part of a multidisciplinary team, the post holder will support individuals to manage the social, emotional and practical impact of their condition alongside clinical care, in line with NICE guideline NG206 (2021). The role focuses on improving quality of life through supported self-management, reducing isolation, and enabling access to statutory, voluntary and community resources.

The post holder does not deliver clinical treatment, but reinforces energy management, pacing principles and wellbeing approaches as guided by the clinical team.

This opportunity is a secondment from the VCFSE sector to the ME/CFS & Post Viral Fatigue Service. Ideally, the role would be split between two postholders to cover the different areas of Cheshire and Merseyside.

Key Duties and Responsibilities

Service Delivery

- Accept referrals from members of the ME/CFS & Post Viral Fatigue multidisciplinary team in line with agreed pathways.
- Undertake individual wellbeing conversations to identify patient-led priorities, strengths, and barriers to engagement.
- Support individuals to navigate health, social care, voluntary and community services relevant to their needs.
- Provide tailored information, signposting and supported referrals relating to:
 - Benefits and financial support
 - Housing and practical needs
 - Employment and education issues
 - Caring responsibilities
 - Loneliness and social isolation

- Support patients to engage with energy management and self-management strategies, reinforcing NICE-approved principles under clinical guidance, without delivering therapy or treatment.
- Recognise barriers faced by people with ME/CFS, including fluctuating symptoms, post-exertional malaise, accessibility, affordability and psychosocial factors.
- Maintain accurate, timely and confidential records on Trust systems in accordance with information governance requirements.
- Escalate concerns, risks or safeguarding issues appropriately to senior or clinical colleagues.

Multidisciplinary and Partnership Working

- Work collaboratively with clinicians and therapists to contribute to coordinated care planning.
- Feedback emerging themes, unmet needs and service gaps to support service development.
- Develop and maintain effective working relationships with statutory and voluntary sector partners.
- Support awareness-raising and consistent messaging across ME/CFS and Post Viral Fatigue services in line with NICE guidance.

Administration and Accountability

- Monitor and contribute to the Wellbeing Coordinator referral pathway.
- Record activity and outcomes as required for audit and service evaluation.
- Attend and actively participate in supervision, team meetings and multidisciplinary meetings.
- Work within Trust policies, quality frameworks and professional standards at all times.

Person Specification

Essential Criteria

Knowledge and Skills

- Understanding of the principles of supported self-management and long-term condition support.
- Knowledge of motivational interviewing or strengths-based wellbeing approaches.
- Understanding of the social determinants of health and health inequalities.
- Awareness of confidentiality, information governance and safeguarding principles.
- IT skills including use of electronic record systems and standard office software.

Experience

- Experience of working directly with the public in a supportive, advisory or wellbeing role.
- Experience of working with people with long-term health conditions or complex needs.
- Experience of partnership or inter-agency working.
- Experience of managing own workload and prioritising tasks.

Personal Qualities

- Excellent interpersonal and communication skills.
- Strong listening skills with the ability to adapt communication to individual needs.

- Organised, self-motivated and able to work effectively in a busy environment.
- Demonstrable commitment to a person-centred, compassionate approach.
- Ability to recognise when concerns require escalation to clinical colleagues.
- Able to work flexibly across Cheshire and Merseyside as required.

Desirable Criteria

- Knowledge or experience related to ME/CFS, Post Viral Fatigue or similar conditions.
- Experience of working within the NHS or voluntary sector.
- Awareness of NICE guideline NG206 for ME/CFS.