



## Wellbeing Matters WorkWell VCSE Community Connector Recruitment Pack

**Closing Date:** The first review of applications will be on 9<sup>th</sup> December 2024 at 12 noon. If we are unable to identify suitable candidates at this stage, we will extend the deadline to Thursday 2nd January 2025 at 12 noon.

**Initial Interview date (subject to response):** Monday 16<sup>th</sup> December 2024

**Reference:** WMWCC/Dec24

## Welcome from our Chief Executive

Hi, thanks for considering a role at Salford CVS.

Salford CVS has a long and proud history of making a difference in Salford – we were established in 1919! Our last State of the VCSE Sector research in 2021 showed that there are over 1,600 VCSE groups and organisations in the city, supported by over 7,000 paid staff and almost 62,000 volunteers. With a backdrop of pandemic recovery and rising costs of living their services and support of them has never been more needed.

I've been in post since 2013 and during that time I have led the development and diversification of the organisation and what we do. Alongside prioritising delivery of all of the key services associated with a CVS and Volunteer Centre, we also lead/participate in a wide range of other activities and programmes, including Wellbeing Matters (Social Prescribing) and Answer Cancer (Cancer Screening Engagement), to name just two.

I'm telling you all this because I'm keen to employ someone for this role who cares as much about this city, our sector, the diversity of our work and the people who live and work here as we all do.

We have a vibrant and multi-skilled team of paid staff here at Salford CVS, ably supported by our Board of Trustees and other volunteers. Our values of Passion, Innovation, Quality, Cooperation, Diversity and Impact and associated commitments are central to everything we do. Our team of 40+ paid staff come from a variety of backgrounds and experiences; what unites us all are those values and our commitment to our mission of 'Making a Difference in Salford'.

Thank you for your interest – and I really do hope you will consider becoming a member of the Salford CVS team. Good luck!

Regards

Alison Page

Chief Executive, Salford CVS

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## Introducing Salford CVS

Thank you for your interest in the role of **Wellbeing Matters WorkWell VCSE Community Connector** here at Salford Community & Voluntary Services (Salford CVS). We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role. We have provided you with information and guidance to help you through the process, but should you have any difficulties please do not hesitate to contact [recruitment@salfordcvs.co.uk](mailto:recruitment@salfordcvs.co.uk)

## Who we are and what we do

Salford Council for Voluntary Services was established in 1973. However, our roots go back to 1919 when Manchester and Salford Council of Social Service (MSCSS) was established to address poverty and social need after World War 1. In 1973 MSCSS split into two entities, thus creating Salford CVS and Manchester CVS. 2019 saw us celebrating 100 years since our creation – a century of Making a Difference in Salford! Salford CVS was incorporated as a Company Limited by Guarantee in 1985 and registered as a Charity in 1988. For much of that time our offices have been based in Eccles, although our work covers the whole of the City of Salford. In 2008 the organisation was renamed Salford Community and Voluntary Services and this remains our legal name today, although inevitably we shorten this to Salford CVS.

**Salford CVS** is the city-wide infrastructure organisation for the voluntary, community and social enterprise (VCSE) sector; providing specialist information, advice, development support and opportunities for influence and collaboration. We provide support for organisations to establish and develop including training for their staff, volunteers and trustees.

**Volunteer Centre Salford** provides support for individuals who want to volunteer and assistance for organisations developing volunteer programmes.

Salford CVS operates within a wider framework in terms of our membership of NAVCA, NCVO, Social Enterprise UK and Charity Finance Group nationally and our membership of 10GM, GMCVO and GM Chamber of Commerce at city-region level.



**Our Mission Statement** - Making a Difference in Salford

**Our Vision** - A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford

**Our Values** – Making a difference through:

<b>PASSION</b>	Passionate about the Voluntary, Community and Social Enterprise Sector
<b>INNOVATION</b>	Innovative in our approach
<b>QUALITY</b>	Quality at the heart of all our activities
<b>COOPERATION</b>	Stronger when we work cooperatively with others to achieve our vision
<b>DIVERSITY</b>	Celebrating diversity and promoting equality in Salford
<b>IMPACT</b>	Demonstrating impact and making a difference every time

## Salford CVS: Strategic Priorities

THEME	WORK STRANDS		
INVESTMENT	Funding / Fundraising	Contracts / Commissioning	Trading
VOICE	Representation	Influencing	Campaigning
SHARE	Resources	Information	Collaboration
VOLUNTEER	Governance	Good Practice	Brokerage
COMMUNITY	Poverty	Inequality	Wellbeing
IMPACT	Compliance	Quality	Social Value

Salford CVS has a proud history of making a difference in Salford. We are a well-respected partner in this city and have excellent relationships with both VCSE and public sector organisations.

We are financially stable with a clear business plan and a highly skilled and motivated staff team and board of trustees.

As a membership organisation, we work hard to address the needs and represent the interests of our hundreds of Voluntary, Community and Social Enterprise (VCSE) member organisations.

## The Benefits of Working for Salford CVS

- 28 days' holiday - rising to 30 days (after five years), plus Bank Holidays (pro rata for part-time)
- Paid sick leave – subject to terms and conditions of service
- A compassionate approach to dependents leave and compassionate leave -to help deal with life's unforeseen circumstances
- Pension scheme - with 7% employer contribution (and 1% mandatory employee contribution)
- Cycle to Work Scheme
- Membership of the Hospital Saturday Fund via an employer subsidised scheme (optional and non-contractual)
- RHS family membership (optional and non-contractual)
- Development opportunities - we support and encourage our staff to progress in their careers (including formal training)
- A supportive working culture - we respect and support one another to do the best we can

We are an [accredited Living Wage Employer](#) (and Funder), ensuring not just our staff are paid the Real Living Wage but also that any projects we fund can do the same.



## Information specific to the post

### WorkWell Salford

WorkWell is an opportunity to create a more collective approach to supporting residents with health conditions to retain or find work. WorkWell is an opportunity to integrate existing health and work services and support and increase capacity to provide additional support within the system.

Salford CVS and the Wellbeing Matters programme (Social Prescribing model) will host a Community Connector for Health and Work (Social Prescribing Link Worker) dedicated to working with referrals from Primary Care and the WorkWell partnership.

The WorkWell partnership aims to respond to emerging needs and barriers by enhancing the existing non-clinical social prescribing menu of community-based support via Salford CVS's VSCE providers.

Working within the WorkWell Salford Multi-Disciplinary team and Primary Care Networks you will be a strong communicator, able to promote the WorkWell offer and identify individuals that will benefit from your support. You will be a team player working as part of the Wellbeing Matters staff team, which includes a Programme Manager, Social Prescribing Operations Manager, Neighbourhood Community Connectors and Volunteering Development Workers, who support the Salford 'eco-system' of groups and organisations that provide the activities that support community connecting (social prescribing).

You will be experienced in working collaboratively, working 1:1 with clients to access support, sharing insight, information and supporting the wider Wellbeing Matters team based on your engagement within the WorkWell partnership.

### **If that sounds like you – then we want to hear from you!**

If you would like to know more about the role, please contact Nicola Spiby-Roberts, Programme Manager [nicola.spiby-roberts@salfordcvs.co.uk](mailto:nicola.spiby-roberts@salfordcvs.co.uk) contact number 0161787 7795

## Job Description

**Job Title:** Wellbeing Matters WorkWell VCSE Community Connector

**Hours:** 37.5 hours per week Monday-Friday (excluding a 30 minute break)

**Grade:** NJC Point 19 - £31,067 per annum

**Contract:** Full-Time Initial 18-month contract with potential for extension, subject to funding

**Responsible to:** Wellbeing Matters programme manager Salford CVS

**Place of work:** Community/Salford CVS Office based

## Main purposes of the post

- To use strength-based approaches to support individuals referred to Wellbeing Matters by the PCN's and WorkWell partners to connect with appropriate community assets, activities or services that support their wellbeing and self-care.
- To offer a triage function to identify suitable and eligible individuals to link into the current Social Prescribing offer within Wellbeing Matters programme from WorkWell and the existing referral agents (Primary Care, Adult Social Care Centre of Contact, Living Well Programme).
- To support individuals with their wellbeing, independence, and to reduce social isolation. To empower people to be better equipped to manage their own health and wellbeing with less reliance on clinical health and care services.
- To develop and maintain good communication with people accessing the Wellbeing Matters service to ensure that their strengths, goals and preferences as individuals are met and connect them to relevant activities, opportunities and services within their community.
- To manage a caseload of clients using client management system. Monitoring and recording key information including WorkWell induction, action plans and exit documents regarding the participation of individuals in the programme, including tracking their experience and outcomes, as well as, providing timely feedback to referral partners.
- To develop and maintain effective working relationships with key relevant community activity and service providers to ensure effective and smooth onward referrals e.g. other local voluntary, community and social enterprise organisations.
- To develop positive working relationships and accept referrals from the WorkWell partnership and key health workers including Care Coordinators,



GP's, Nurse Practitioners, Mental Health Practitioners, and reception staff within Primary Care Networks.

- To work with the wider Wellbeing Matters team to build up knowledge of what services are available in the local and wider community with a focus on employment and learning support and assist with recording this both locally and centrally. This will inform future commissioning arrangements with VCSE's for Social Prescribing activities and support.
- To Identifying local gaps in meeting a specific need and feed this information into delivery team meetings, to the neighbourhood and volunteer development worker and the WorkWell partnership to support capacity building in communities.
- To advise the staff from the WorkWell partnership on VCSE offers that support individuals' employment and learning goals, raising awareness of community offers.
- To support with programme monitoring by via reports, collection of qualitative and outcome data, production of case studies, listening sessions, learning sessions on how our approach is impacting on individuals and our community.
- Support project development by raising awareness of the service through training, presentations and events across Salford and GM.
- To actively participate in caseload management with your line manager and the Social Prescribing Operations Manager.

### **Your responsibilities**

- To work on a 1:1 basis with people with multiple needs and who maybe facing a range of barriers and social issues, to help them achieve their goals.
- To deliver your work to target and timescale, ensuring measurable outcomes are achieved and longer-term impact is demonstrated
- To undertake monthly and quarterly monitoring, and actively contribute to annual reports
- To attend and report to relevant project meetings as required.

### **Generic responsibilities (all Salford CVS staff)**

- Attend and actively participate in monthly staff team meetings
- Attend and contribute to regular line management sessions with your designated line manager

- Be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
- Manage your own time and workload effectively, whilst also working as part of a wider team
- Promote the mission, vision, values and strategic priorities of Salford CVS
- Fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the Terms and Conditions of Employment and in related policy documents; and also actively implement and promote Salford CVS' Equal Opportunities Policy
- Ensure adherence to all relevant Health & Safety legislation, rules and procedures at all times
- Ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
- Undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS

*This job description is intended as an outline of the general areas of activity and responsibility for the post-holder and may be amended in light of the changing needs of Salford CVS.*

## Person Specification

<b>Skills, knowledge, experience and abilities</b>			
<b>Experience</b>		<b>Essential / Desirable</b>	<b>Assessment method</b>
1	Experience of working with people with multiple need and who maybe facing a range of barriers and social issues	E	Application; Interview
2	Experience of working with individuals (1-2-1) to help them achieve their goals	E	Application; Interview
3	Experience of working with a range of agencies and organisations to develop effective working relationships	E	Application; Interview
4	Experience of working effectively with people who may be in a difficult or emotional personal situation	E	Application; Interview
5	Experience of working in a person centred way with individuals through strengths/ assets-based conversations	E	Application; Interview
6	Experience of engaging with people in an employment, learning or volunteering setting.	D	Application
7	Experience of working in or with the VCSE sector, particularly in health and wellbeing settings	D	Application; Interview
<b>Skills</b>			
8	The ability to communicate with people from a range of backgrounds in a sensitive and supportive way, including excellent listening and negotiation skills	E	Application; Interview
9	Ability to assist clients to help them define and achieve their goals and aspirations	E	Application; Interview
10	Ability to manage a varied and complex work load effectively	E	Application; Interview
11	Ability to work across a range of different subject areas such as housing, mental health, education and debt management	E	Application; Interview
12	Ability to present and prepare concise reports and briefings for a variety of audiences	E	Application; Presentation
13	IT literate with the ability to use a client database, or the ability to learn how to use a database, and MS office applications (Word, Excel, PowerPoint)	E	Application

14	Excellent analytical and problem-solving skills and an ability to think creatively	E	Application; Interview
15	Ability to make decisions whilst prioritising ever-changing workloads and balancing conflicting priorities, often to tight deadlines	E	Application; Interview
16	Ability to be self-motivated and receptive to new ideas and ways of working alongside building relationships, motivating and influencing others	E	Application; Interview
<b>Knowledge</b>			
17	A sound working knowledge of person centred and community approaches and / or social prescribing	E	Application Interview; Presentation
18	Knowledge of the city of Salford and understanding the needs of it's communities (e.g. Geography, Community groups and demographics).	D	Application; Interview
19	Knowledge and understanding of the difficulties faced by people who experience multiple needs	D	Application; Interview
20	Knowledge of employment, skills, learning and volunteering offers in Salford.	D	Application; Interview
<b>Education</b>			
21	Ability to learn at level 6, or evidence of substantial professional expertise in a similar role	E	Application
22	Commitment to completing the NHS England and NHS Improvement online learning programme <a href="http://www.e-lfh.org.uk/programmes/social-prescribing/">www.e-lfh.org.uk/programmes/social-prescribing/</a>	E	Interview

### All Staff

	Able to work flexibly – including unsocial hours on occasion (early mornings, evenings and weekends)	Essential	Application (Y/N)
	Willingness to continue personal and professional development and to undertake relevant training, as identified with your line manager	Essential	Application (Y/N)
	Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities.	Essential	Application (Y/N)
	Willingness to undertake any other duties as appropriate to the nature and grading of the post.	Essential	Application (Y/N)

## How to apply and selection process

Salford CVS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form.

The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the person specification that are indicated for assessment in the application form (points 1 – 11) and ensure you number your answers accordingly.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. We therefore do not ask for academic or professional qualifications unless we really do believe that they are essential to the specific role.

Please do not send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form. If completing electronically, please use Arial font 12.

## Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK. All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post. The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

## Deadline for receipt of applications

We are actively reviewing applications and will be reaching out to suitable candidates promptly, so don't hesitate to submit your application. The first review of applications will be on 9<sup>th</sup> December 2024 at 12 noon. If we are unable to identify suitable candidates at this stage we will extend the deadline to Thursday 2<sup>nd</sup> January 2025 at 12 noon.

Please note late applications will not be accepted. Your completed application form and equal opportunities form should be returned by one of the following methods:  
Email: Please email [recruitment@salfordcvs.co.uk](mailto:recruitment@salfordcvs.co.uk)

There is no need to post an additional copy. If successful at the shortlisting stage you will be asked to sign your application form at the interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, Salford, M30 0FN.

## Acknowledgement of receipt

Email applications will be acknowledged when we receive them.

Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope with your completed application form and we will return this to you.

Initial interviews (subject to response) will be held in person on: **16<sup>th</sup> December 2024** at Salford CVS offices in Eccles.

