



Application Pack

**Wellbeing Connector
ACE (Action in Caerau and Ely)**



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Overview of the Post

Position: Wellbeing Connector

Location: Cardiff

Closing date: Monday 26th September, 12pm

Job details

Hours: 22.5 (reduced / flexible hours or job share will be considered)

Location: Cardiff

Salary: £20,549 per annum (pro rata)

Contract: Fixed-term, end date March 31st 2023 (with possible extension depending on funding)

We are seeking a Wellbeing Connector to join the Yourspace team. Yourspace is a wellbeing service, working in partnership with the Cardiff South West Primary Care Cluster (covering Ely, Caerau, Canton and Riverside) to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community outreach activities and collaborative work to identify and fill gaps in local provision.

The role of Wellbeing Connector will have responsibility for supporting a caseload of patients to improve their health and wellbeing, through listening and helping patients to identify their own assets, needs and goals; linking to suitable groups, services and activities within the community; and supporting and encouraging patients to move towards their goals. The role will also involve building links with the local community and service providers, collecting information on local services and gaps in provision and supporting outreach work.

You will report to the Senior Wellbeing Officer and be part of the ACE Health and Wellbeing team. You should have a sound understanding of the needs and barriers faced by people in our local communities and experience of working 1:1 with people who have complex needs.

To request an application pack please contact:

Email: recruitment@aceplace.org

Telephone no: 02920 003132

Address: Ourplace: Dusty Forge, 460 Cowbridge Road West, Cardiff, CF5 5BZ

Or visit our website www.aceplace.org

Closing date: Monday 26th September, 12pm

Job Description and Person Specification

POST: Wellbeing Connector
PROGRAMME: Community Health Development
RESPONSIBLE TO: Senior Wellbeing Officer

HOURS: 22.5 hours

SALARY: £20,549 per annum (pro rata)

BASE: Cardiff (some home working may be required) **END DATE:** March 31st 2023

Responsible for: Delivery of person-centred wellbeing support and signposting

OVERALL PURPOSE OF JOB

This role will provide 1:1 and group-based support to patients within the South West Cardiff Primary Care Cluster (covering Ely, Caerau, Canton and Riverside) and support efforts to enhance local health and wellbeing provision.

ROLE SPECIFIC TASKS

1. To have responsibility for supporting a caseload of patients to improve their health and wellbeing, through listening and helping patients to identify their own assets, needs and goals; linking to suitable groups, services and activities within the community; and supporting and encouraging patients to move towards their goals.
2. To take referrals and manage appointment bookings, cancellations and DNAs for own caseload of patients.
3. To meet with patients 1:1 in GP practices, community venues and other locations as appropriate which may include the patient's home, as well as carrying out telephone appointments as required.
4. To work within multi-disciplinary teams as required and support the development of care plans for patients and their carers.
5. To support the team in establishing a base and greater presence in the communities of Canton and Riverside, which may include being based in community venues and/or GP practices for the majority of your working week.
6. To explore and collect information on gaps in local provision and support collaborative efforts to fill gaps, in partnership with the local community and service providers.
7. To support the delivery and facilitation of groups, courses and activities.
8. To actively engage in efforts to reach out to new patients through events, drop-in sessions and 'pop-up' engagement activities.
9. To network and build relationships with service providers and the local community and support the team in collecting and updating information on local groups, activities and services.
10. To promote the concepts of equality and diversity, co-production and asset-based community development.
11. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service and wider ACE work.

PROJECT SPECIFIC TASKS

Monitoring and Evaluation

1. To collect, collate and update monitoring and evaluation data for the service, ensuring that all records and client files are kept up to date and that all personal data is effectively protected and handled, within locally agreed Information Sharing Protocols and in line with ACE policy/procedure and GDPR legislation.
2. To provide updates and reports on progress against the above tasks as and when required.

Community and Service Provider Involvement

1. With the rest of the team be fully involved in attempts to ensure the fullest possible involvement of patients, carers and local service providers in service development by less formal means such as Timeplace (Timebanking), events, focus groups, engaging with groups and individuals etc.
2. To support and fully contribute to, a good communication strategy for the service e.g. newsletter, web sites, social media, use of events, publicity campaigns etc.
3. To assist in attempts to engage with communities and service providers across the City where it may help ACE achieve its outcomes.

Working across Team Roles

1. To help establish and maintain project plans for work being undertaken by ACE that is both role specific and general to the work of the whole team.
2. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
3. Help to embed the values of co-production into all aspects of the work of ACE.

Training

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

GENERAL TASKS

1. To work within and promote all of ACE's policies and procedures.
2. To keep accurate records including statistical information where appropriate.
3. To provide written reports and information as requested.
4. To work at other locations as and when required.
5. To attend supervision, training and meetings as and when required.
6. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
7. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE

- Experience of working on a 1:1 basis with people who have complex needs and/or long term health conditions
- Experience of working within, or in partnership with health services (desirable)
- Experience of working within the communities of Ely, Caerau, Canton or Riverside (desirable)
- Experience of supporting community engagement or participation activities, or of working with local charities and voluntary groups.

KNOWLEDGE AND UNDERSTANDING

- A good understanding of the needs of individuals with long term health conditions, the additional barriers faced and how to encourage and motivate people towards change
- Understanding of the additional barriers people may face due to socio-economic status, language, culture or personal circumstances and how such barriers can be overcome
- Knowledge of the potential risks associated with supporting people who have complex needs and an understanding of risk assessment, risk management and safeguarding principles and processes
- An excellent understanding of equalities and working to diverse needs
- Understanding of confidentiality and data protection issues

SKILLS AND ABILITIES

- Ability to support, encourage and motivate people towards change
- Excellent communication and inter-personal skills, with the ability to support people who are distressed or angry and communicate well with the public, colleagues, visitors and partners
- Ability to communicate in languages other than Welsh and English (desirable)
- Can complete reports and assessments

ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive Can Do attitude, is solution focused and can see the overlaps with other streams of work
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills

Application Process

Closing date: Monday 26th September 12pm

Application Forms:

Please return completed application forms to recruitment@aceplace.org before the closing date.

Please include your name and the post title in the subject; you will receive an automatic response confirming delivery

Or, please send a hard copy to:

ACE
Ourplace: Dusty Forge
460 Cowbridge Road West
Ely
Cardiff
CF5 5BZ

We regret that we will only be able to reply to and give feedback to short-listed applicants.