



Application Pack

**Senior Wellbeing Officer
ACE - Action in Caerau and Ely**

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Overview of the post

Position: Senior Wellbeing Officer

Location: Cardiff

Salary: £29,536 per annum (pro rata)

Hours: 37.5 hours per week, occasional evening and weekend working may be required.

Contract: Fixed term until 31st January 2026 (with potential extension depending on funding)

We are seeking a Senior Wellbeing Officer to join the Yourspace team at ACE. Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters 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 will support the operational management of the 1:1 element of the Yourspace service, providing supervision and support to the Wellbeing Connectors; overseeing referral handling and monitoring; liaising and building partnerships with key local partners and supporting the smooth day-to-day running of the service.

You will report to the Community Development Coordinator and be part of the ACE Health and Wellbeing team. You should have experience of service management, managing staff and managing caseloads; and experience in providing 1:1 support to people with complex needs and/or long-term mental and physical health conditions.

**To apply for this role please complete the application form provided alongside this job pack
Please note we are unable to accept CV's in lieu of an application form.**

Please submit your fully completed application to:

Email: recruitment@aceplace.org

If you have any queries please contact us on either the email above or:

Telephone no: 02920 003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

Deadline for submitting application: Midnight, Sunday 10th March

Interview date: Friday 15th March

We aim to contact all shortlisted candidates by 5pm on Monday 11th March.

ACE: An Introduction

Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

Vision

In this context ACE seeks to meet the need for:

- A local organisation that can coordinate, harness and promote a positive vision for our community
- An organisation that can coordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.

Job Description and Personal Specification

POST: Senior Wellbeing Officer
PROGRAMME: Yourspace Wellbeing Service
RESPONSIBLE TO: Community Development Coordinator

HOURS: 37.5 hours per week
SALARY: £29,536 per annum (pro rata)

OVERALL PURPOSE OF JOB

The role will support the operational management of the 1:1 element of the Yourspace service, providing supervision and support to the Wellbeing Connectors; overseeing referral handling and monitoring; liaising and building partnerships with key local partners and supporting the smooth day-to-day running of the service.

ROLE SPECIFIC TASKS

1. To oversee the processing of referrals by Wellbeing Connectors, ensuring that referrals are processed and people are contacted in a timely manner.
2. To oversee caseload management by the Wellbeing Connectors, ensuring that caseloads are manageable, shared appropriately across the team and that cases are closed appropriately.
3. To support and oversee good quality service provision by the team, providing guidance and support to the Wellbeing Connectors and carrying out monitoring of service delivery.
4. To oversee monitoring and record keeping by the Wellbeing Connectors, ensuring that the correct processes are followed and accurate records are kept.
5. To support the development and design of monitoring tools and processes for the service.
6. To provide supervision, support and line management of the Wellbeing Connectors.
7. To liaise and build relationships with key partners on the project, including Cardiff North, West and South West Primary Care Clusters and individual practices.
8. To develop and implement training for staff, including in-house, peer-led and external training opportunities.
9. To support staff with handling safeguarding or other concerns relating to the patients they are supporting.
10. 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 projects and wider ACE work.

PROJECT SPECIFIC TASKS

Monitoring and Evaluation

1. To oversee the collection of 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, Data processing agreements 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. To support the team in efforts to ensure the fullest possible involvement of patients, carers and local service providers in service development by less formal means such as events, focus groups, social media and other technology, engaging with groups and individuals etc.
2. To support and fully contribute to, the communications strategy for the service.
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 the ACE Team

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. Work with the ACE team to monitor and evaluate ACE programmes of work.
3. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.

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 organise and participate in clinical supervision.

GENERAL TASKS

1. To work in accordance with ACE's values and co-production approaches.
2. To work within and promote all of ACE's policies and procedures.
3. To keep accurate records including statistical information where appropriate.
4. To provide written reports and information as requested.
5. To work at other locations as and when required.
6. To attend supervision, training and meetings as and when required.
7. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
8. 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.

Your application will be assessed on the following Person Specification. Please ensure you fully demonstrate how you meet the Specification in Section 4 of the ACE Application Form, which is provided alongside this job pack.

Person Specification

QUALIFICATIONS AND EXPERIENCE

- Level 4 or higher qualification in a relevant field (e.g. Health, Social Care, Wellbeing / Mental Health, Behaviour Change, Youth & Community work, others as relevant) or equivalent experience
- Experience of service management, managing staff and managing caseloads
- Experience of working in the third sector and / or using co-production and asset-based community development approaches (desirable).
- Experience in providing 1:1 support to people with complex needs and/or long-term mental and physical health conditions.

KNOWLEDGE AND UNDERSTANDING

- An excellent understanding of the needs of individuals with complex needs and/or long term mental and physical 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 issues and 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 issues 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 interpersonal skills, with the ability to support people who are distressed or angry and communicate well with the public, colleagues, visitors and partners
- Ability to support staff to reflect on their practice and experiences and to maintain good personal boundaries and positive personal wellbeing in the workplace.
- Ability to develop beneficial partnerships with the local community, public and private sector
- 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

Deadline for submitting application: Midnight, Sunday 10th March

Interview date: Friday 15th March

Application Forms:

For a job pack and application form please email recruitment@aceplace.org

Return completed applications to recruitment@aceplace.org

Or, please send a hard copy to:

ACE – Action in Caerau and Ely

Our Place: Dusty Forge

460 Cowbridge Road West

Ely

Cardiff

CF5 5BZ

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