



Application Pack

**Young People's Wellbeing Connector
ACE (Action in Caerau and Ely)**

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Overview of the Post

Position: Young People's Wellbeing Connector

Location: Cardiff

Salary: £23,964 per annum (pro rata)

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

We have two posts available, with hours and geographical focus as follows

Hours: 30 **Focus:** Cardiff North Primary Care Cluster area

Hours: 15 **Focus:** Cardiff South West Primary Care Cluster area

We are recruiting for 2x Young People's Wellbeing Connectors to join the Yourspace team. Yourspace is a wellbeing service, working in partnership with the North, West and South West Cardiff 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 is primarily to work with young people aged 13-19, but may also involve work with their parents / carers. The post-holder will have responsibility for supporting a caseload of young people to improve their health and wellbeing, through listening and helping young people to identify their own assets, needs and goals; linking to suitable groups, services and activities within the community; and supporting and encouraging young people to move towards their goals.

The role will also involve working with young people and local groups and services to identify and fill gaps in local health and wellbeing provision, supporting the development of a mix of volunteer-led and service-provider led groups, courses, activities and services to serve the needs of young people within the Cardiff South West and Cardiff North Primary Care Cluster areas.

You will report to the Senior Wellbeing Officer and be part of the ACE Health and Wellbeing team. You should have experience of working with young people who have complex needs and/or long term health conditions and developing and/or delivering activities with and for young people.

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 ensure you specify which of the two roles above you are applying for.

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, Tuesday 26th November

Interview date: Week commencing 2nd December

We aim to contact shortlisted candidates by 5pm on Thursday 28th of November.

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.

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.

Job Description and Person Specification

POST: Young People's Wellbeing Connector
PROGRAMME: Yourspace Wellbeing Service
RESPONSIBLE TO: Senior Wellbeing Officer

HOURS: 15 or 30 hours per week (dependant on area of focus)

SALARY: £23,964 per annum (pro rata)

OVERALL PURPOSE OF JOB

This role will provide 1:1 support to young people within the Cluster area and work in partnership with young people and local partners to enhance local health and wellbeing provision.

ROLE SPECIFIC TASKS

1. To have responsibility for supporting a caseload of young people to improve their health and wellbeing, through listening and helping young people to identify their own assets and explore 'what matters to me'; linking to suitable groups, services and activities within the community; and supporting and encouraging young people to move towards their goals.
2. To support young people to access groups, services and activities, which may include attending alongside them initially, making introductions and follow-up to explore with young people whether they are happy, able to engage, included and receiving good support.
3. To provide non-judgemental support, respecting diversity and lifestyle choices.
4. To take a holistic approach, helping young people to identify positive actions they can take to address wider determinants of health that may be impacting on their wellbeing and providing information on positive activities known to boost wellbeing (e.g. 5 ways to wellbeing).
5. To take referrals from the Cluster member organisations and manage appointment bookings, cancellations and DNAs for your own caseload of young people, using the Elemental software provided.
6. To manage and prioritise your own caseload, in accordance with the needs, priorities and support required by individuals on the caseload.
7. To liaise with referrers to obtain appropriate information about the young person they are referring and provide appropriate feedback to referrers about the young people they have referred.
8. To meet with young people 1:1 in community venues and other locations as appropriate which may include the young person's home, as well as carrying out telephone appointments as required.
9. To work closely with the safeguarding lead to ensure any issues and concerns are escalated and dealt with quickly and effectively.
10. To refer young people back to other health professionals/agencies, when their needs are beyond the scope of the wellbeing connector role – e.g. when there is a mental health need requiring a qualified practitioner.
11. To explore and collect information on gaps in local provision and work to fill gaps, in partnership with the local community and service providers.
12. To support the delivery and facilitation of groups, courses and activities, which may be done in partnership with other services and/or other ACE projects.

13. To build relationships with key staff in the Clusters, attending relevant Cluster meetings and seeking opportunities to join practice meetings.
14. 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.
15. To promote the concepts of equality and diversity, co-production and asset-based community development.
16. 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 wellbeing information is collected sensitively; 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 young people, parents / carers and local service providers in service development by less formal means such as events, focus groups, engaging with groups and supporting young people to share their feedback and stories both formally and informally
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, including clinical supervision and peer support to enable you to deal effectively with the issues that people present.

GENERAL TASKS

1. To work within and promote all of ACE's policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
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

- NVQ level 3/Advanced level or equivalent qualifications or working towards
- Relevant training in mental health e.g. Youth Mental Health First Aid (desirable)
- Training or equivalent experience in relevant communication skills e.g. coaching, motivational interviewing, solution-focussed approaches etc.
- Experience of working with young people who have complex needs and/or long term health conditions
- Experience of developing and/or delivering activities with and for young people
- Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity
- Experience of working within, or in partnership with health services (desirable)
- Experience of working within the communities of the Cluster (desirable)
- Experience of working in partnership with local charities and voluntary groups to deliver activities.

KNOWLEDGE AND UNDERSTANDING

- A good understanding of the wellbeing issues young people may experience how to encourage and motivate young people towards change.
- Understanding of the additional barriers young people may face due to socio-economic status, language, culture or personal circumstances and how such barriers can be overcome
- A good understanding of the wider determinants of health and the 5 ways to wellbeing.
- Knowledge of the potential risks associated with supporting young people who have complex needs and an understanding of risk assessment, risk management and safeguarding principles and processes
- Understanding of and commitment to the principles of co-production and asset-based community development.
- An excellent understanding of equalities and working to diverse needs
- Understanding of confidentiality and data protection issues

SKILLS AND ABILITIES

- Ability to listen, empathize and build relationships of trust with young people and their families.
- Ability to support, encourage and motivate young people towards engagement and change
- Able to work from an asset-based approach, with the ability to help young people to identify and believe in their personal assets and qualities.
- Excellent communication and inter-personal skills, with the ability to support people who are distressed or angry and get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Ability to identify risk and assess/manage risk when working with individuals

- A strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner
- Ability to communicate in languages other than Welsh and English (desirable)
- Can complete reports and assessments

ADDITIONAL JOB REQUIREMENTS

- Demonstrates personal accountability, emotional resilience and works well under pressure
- Demonstrates resourcefulness, initiative and a positive Can Do attitude, is solution focused and can see the overlaps with other streams of work
- Is organised, reliable and honest
- A good team player who will support colleagues
- Possesses good ICT skills

Application Process

Deadline for submitting application: Midnight, Tuesday 26th November

Interview date: Week commencing 2nd December

Application Forms:

Application forms can be found on our website at <https://www.aceplace.org/job-vacancies/> or you can request a copy by emailing recruitment@aceplace.org

Please 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.