



# Application Pack

**Wellbeing Connector**  
**ACE - Action in Caerau and Ely**

## Contents

Overview of the post.....	3
About the Service: Yourspace .....	5
Job Description and Personal Specification .....	6
Application Process.....	9

# Overview of the post

**Position:** Wellbeing Connector

**Location:** Cardiff

**Hours:** 30 hours per week

**Salary:** £26,348 per annum (pro rata)

**Contract:** Fixed term until 31st January 2027 (with potential extension dependent on funding)

We are seeking a Wellbeing Connector 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 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 Service Coordinator (Wellbeing Support) 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 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](mailto: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:** 12pm, Monday 15<sup>th</sup> June 2026

**Interview date:** Friday 26<sup>th</sup> June 2026

We aim to contact shortlisted candidates by 5pm on Friday 19th June.

# 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.**

# About the Service: Yourspace

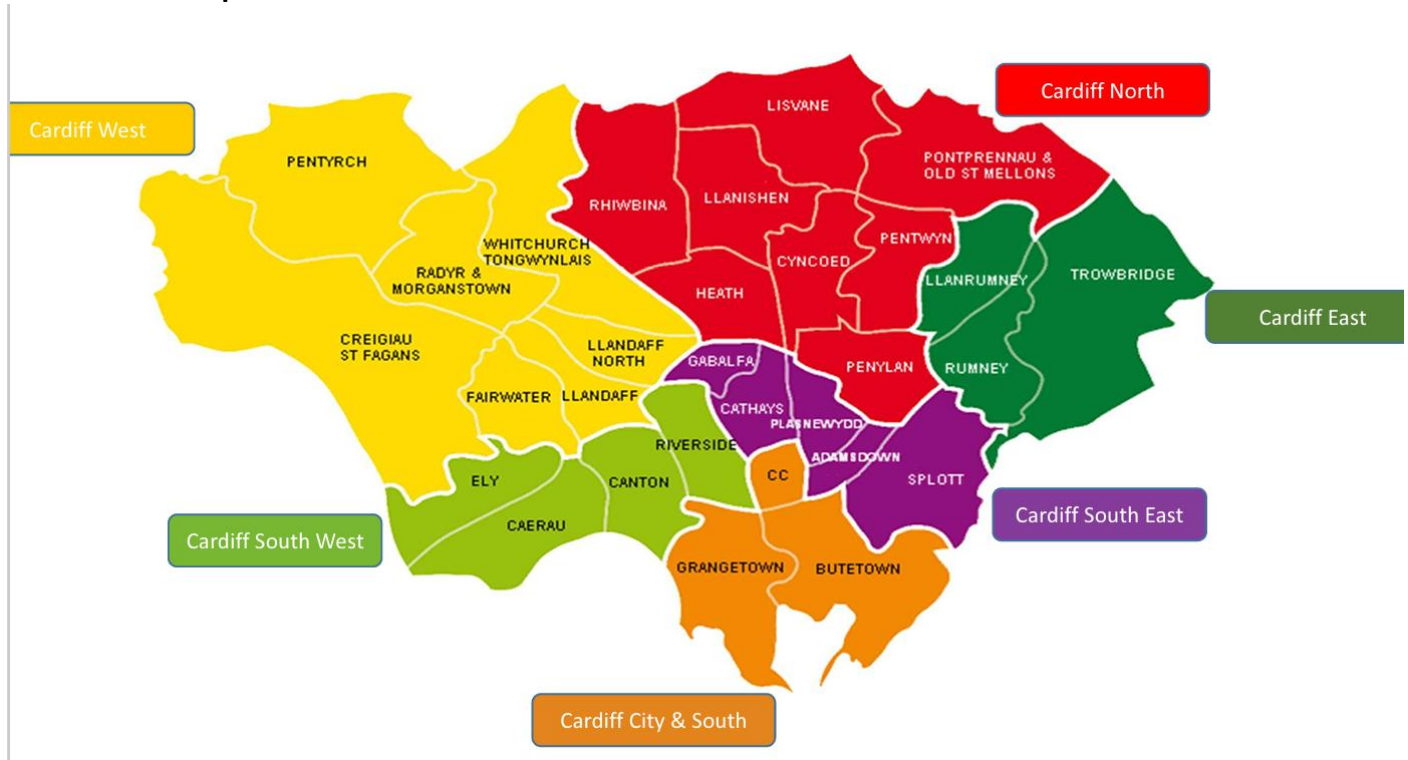
Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community outreach activities and collaborative work to identify and fill gaps in local provision.

The key elements of the service are: -

- **Community Development:** Each of the Clusters has a **Community Health Development Worker** whose role is to explore and fill gaps in local provision, working in collaboration with the Primary Care Cluster, the local community and local service providers. Development Workers can set up new groups and activities to meet the needs of the local population, which could include walking groups, coffee mornings, art activities or anything else that might benefit people’s wellbeing. The team might also set up new services where needed, such as befriending or transport support.
- **1:1 Wellbeing Support:** The service takes referrals from local GP’s and other local Primary Care services, as well as other community-based services and self-referrals. Each person referred in is assigned a **Wellbeing Connector** who works with them on a 1:1 basis over a number of weeks to help them to improve their wellbeing. This includes exploring what matters to them, helping them to connect to activities or services and working together to overcome any barriers.

The team is based within the Dusty Forge in Ely, with each team member also spending a part of their working week within one of the Cluster areas, working from GP practices, partner organisations and other community venues.

## Cluster Area Map



For more information please visit our online service guide [www.yourspace.aceplace.org](http://www.yourspace.aceplace.org)

# Job Description and Personal Specification

**POST:** Wellbeing Connector  
**PROGRAMME:** Yourspace Wellbeing Service  
**RESPONSIBLE TO:** Service Coordinator (Wellbeing Support)

**HOURS:** 30 hours per week

**SALARY:** £26,348 per annum (pro rata)

## OVERALL PURPOSE OF JOB

This role will provide 1:1 and group-based support to patients 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 their 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 covered by the service, 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 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 (including clinical 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**

- Relevant qualification(s) at level 2 or above (or working towards) in a relevant field e.g. Health, Social Care, Wellbeing / Mental Health, Behaviour Change, Youth & Community work, etc.
- 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 covered by the service (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 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 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

**Deadline for submitting application:** 12pm, Monday 15<sup>th</sup> June 2026

**Interview date:** Friday 26<sup>th</sup> June 2026

**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](mailto:recruitment@aceplace.org)

Please return completed applications to [recruitment@aceplace.org](mailto: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.**