



# Application Pack

**Community Health Development Worker  
ACE - Action in Caerau and Ely**

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# Overview of the post

**Position:** Community Health Development Worker

**Location:** Cardiff

**Hours:** 30

**Salary:** £29,814 per annum (pro rata)

**Contract:** Fixed-term, end date January 31<sup>st</sup> 2027 (with potential extension depending on funding)

We are seeking a Community Health Development Worker to join the Yourspace team. 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 of Community Health Development Worker will take a lead role in building partnerships with local community organisations and service providers; working collaboratively to identify and fill gaps in local health and wellbeing provision; and supporting the development of a mix of volunteer-led and service-provider led groups, courses, activities and services to serve the Cluster areas. This role will focus on the Cardiff North area (including Cyncoed, Heath, Lisvane, Llanedeyrn, Llanishen, Old St Mellons, Pentwyn, Penylan, Pontprennau, Rhiwbina, Thornhill).

You will report to the Community Development Co-ordinator 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 community development, managing volunteers and working 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:** Midnight, Monday 6<sup>th</sup> July

**Interview date:** Week commencing 13<sup>th</sup> July

We aim to contact shortlisted candidates by 5pm on Friday 10<sup>th</sup> July.

# 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

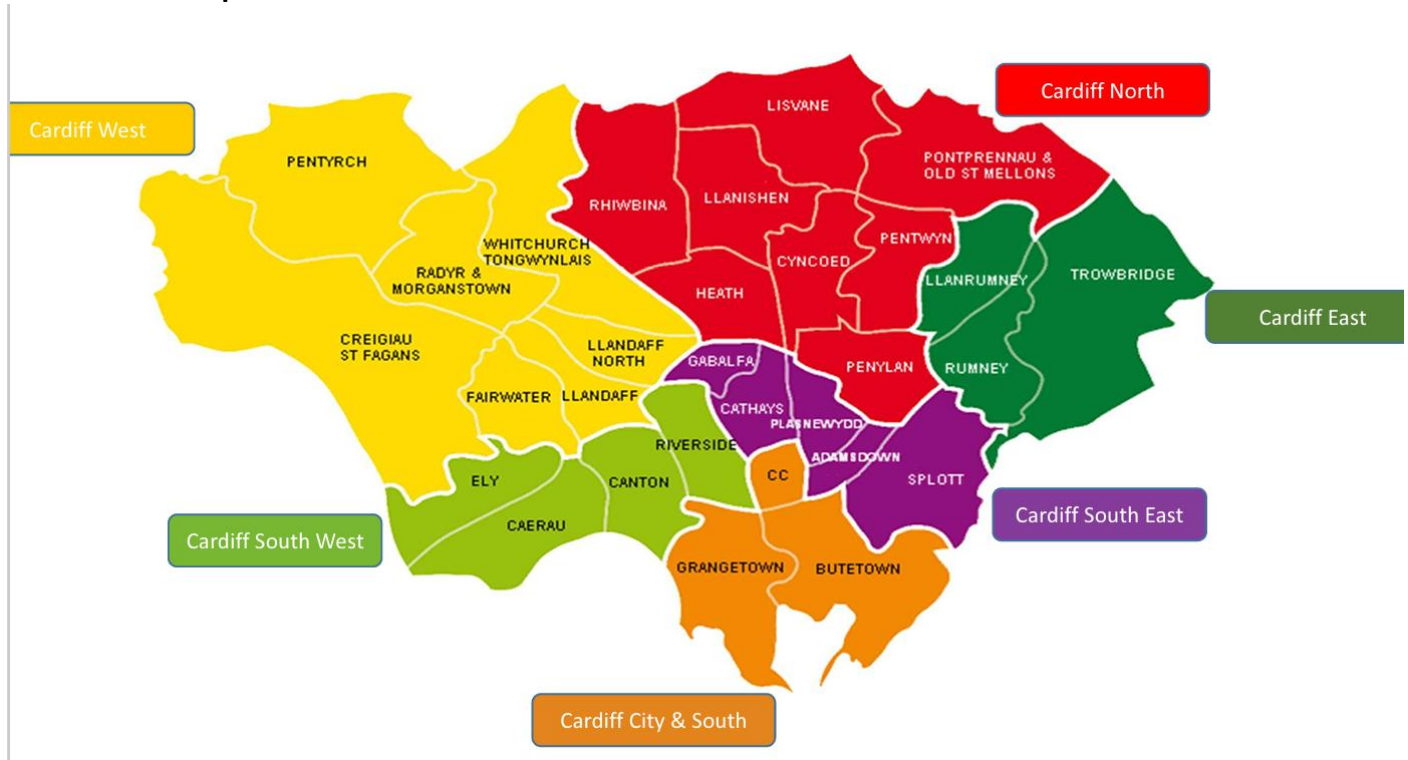
Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community 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:** Community Health Development Worker  
**PROGRAMME:** Yourspace Wellbeing Service  
**RESPONSIBLE TO:** Community Development Coordinator

**HOURS:** 30 hours per week

**SALARY:** £29,814 per annum (pro rata)

## OVERALL PURPOSE OF JOB

This role will work with the Primary Care Cluster, the local community and local service providers 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 Cluster area. The role will also include the provision of group-based support.

## ROLE SPECIFIC TASKS

1. To work in partnership with the Primary Care Cluster, the local community and local service providers to map local provision and identify gaps.
2. To actively engage with specific geographical communities and communities of interest within the Cluster, using opportunities to work from other providers' venues as appropriate; visits to religious and cultural venues; and developing/attending events and activities within the communities to build local contacts and trust.
3. To support the development of volunteer-led and service-provider led groups, courses, activities and services aimed at improving the health and wellbeing of the cluster population.
4. To work with existing local groups to enhance and expand current provision, providing support and arranging training around accessibility, inclusiveness, capacity, sustainability and other topics as required.
5. To lead on the delivery and facilitation of groups, courses and activities.
6. To lead on efforts to reach out to new patients through events, drop-in sessions and 'pop-up' engagement activities.
7. To recruit, support and oversee volunteers to support the service, in roles to include information dissemination, peer support and group/course delivery.
8. To network and build relationships with service providers and the local community and take a lead role in collecting and updating information on local groups, activities and services.
9. To promote the concepts of equality and diversity, co-production and asset-based community development.
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 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 recruit and support volunteers involved in the work of ACE.
4. 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.

**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 3 qualification in a relevant field, or equivalent experience.
- Experience of working with people who have complex needs and/or long term health conditions
- Experience in the delivery of training and group facilitation
- Experience of working within the communities covered by the service, as detailed in job description (desirable)
- Experience of delivering community development, participation, involvement and volunteering activities
- Experience of managing volunteers
- Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector

### **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
- A good understanding of key legislation relevant to volunteer-led health and wellbeing delivery, including safeguarding, health & safety, data protection and governance.
- An excellent understanding of Community Development principles and how to apply these in a health and wellbeing context
- An excellent understanding of the principles of co-production and asset-based working
- An excellent understanding of equalities and working to diverse needs
- Understanding of confidentiality, data protection and risk assessment / management principles and procedures.

### **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
- Excellent group facilitation skills, with the ability to manage difficult situations, conflict and sensitive conversations in a group setting
- Excellent partnership working skills
- 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, Monday 6<sup>th</sup> July

**Interview date:** Week commencing 13th July

**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.**