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South Hams Community Action

Follaton House

Plymouth Road

Totnes, TQ9 5NE

T: 01803 862266

Email: admin@shcommunityaction.org.uk

Website: www.shcommunityaction.org.uk

Registered Charity No: 1124273

Company No: 6215893

November 2024

Dear Applicant

Thank you for requesting information about the **South Hams Community Action Community Link Worker** vacancy. You will find the following documents included in this pack:

* A job description and person specification
* About our recruitment process
* An application form
* An equalities and diversity monitoring form

If you require the information in an alternative format please contact us via the details above.

The closing date for applications is **5pm on Monday 11 November 2024.** The completed application form must be returned to us by emailfor you to be considered for the role. Please address the email to us at [admin@shcommunityaction.org.uk](mailto:admin@shcommunityaction.org.uk) identified with Subject ‘**CONFIDENTIAL Community Link Worker Application’**.

Interviews will be held in late November. If you have any questions about the process or would like an informal chat about the work involved with the post and South Hams Community Action please contact us.

We look forward to hearing from you.

Yours sincerely

Jackie Wesley

Chief Executive Officer

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**COMMUNITY LINK WORKER**

**Covering the East of the South Hams district**(Kingsbridge, Ivybridge, Wembury and surrounding parishes)

**Salary:** Pro rata – based on full salary £28,324

**Working pattern:** Fixed term contract (12 months) with potential for extension

**Hours of Work: 20 hours per week**

**Responsible to:** Volunteer & Wellbeing Manager

**Location: Remote home working and community settings**

**DBS Check:** Enhanced

Community Link Workers empower people to take control of their health and wellbeing. This role offers a wonderful opportunity to give time, to focus on a person and what matters to them, and to connect people to community groups and services for practical and emotional support.

This role has been created to increase people’s active involvement with their local communities, particularly for people with long-term conditions (including support for low-level mental health needs), for people who are lonely or isolated, or for those who have complex social needs that affect their wellbeing.

Part of the role is to act as a ‘buddy’ to support people to attend activities. Also, to encourage groups to create buddy ‘champions’ which will enable people to feel supported when joining a new group or activity.

In addition, there will be the opportunity to help people to learn online skills, e.g. Facetime. The role would also develop and run a fortnightly online support group for socially isolated individuals.

Importantly, the Community Link Worker will play a vital part in helping people connect with services and activities in their local community and to improve their health and wellbeing. The role will work alongside South Hams Community Action Social Prescribing Link Workers, Community Connectors and Community Builders, to encourage individuals to take control of their wellbeing, live independently and to improve their health outcomes.

This is an exciting opportunity for the right person to make a real difference to people’s lives.

If you would like to have a chat about this role, please do give us a call on 01803 862266 or email: jackie@shcommunityaction.org.uk.

**Key responsibilities**

1. Receive and provide support for referrals from social care, hospitals (non-medical support – Home from Hospital), Social Prescribing Link Workers, the Volunteer & Wellbeing Manager, other agencies, for individuals who may benefit from social support and activities available in the community.
2. Provide one-to-one support to individuals, their families and carers to take control of their wellbeing and to develop trusting relationships by giving people time and focus on ‘what matters to me’.
3. Take a holistic approach, based on the person’s priorities and health by helping people to identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
4. Be creative in finding loneliness-busting solutions that harness assets and resources which are already available and are low cost/non-funding-dependent.
5. Work with the individual to support them to produce their own action plan to improve health and wellbeing by introducing or reconnecting people to community groups and statutory services.
6. Work sensitively with people, their families and carers to capture key information which will show the impact of the Community Link Worker role both on the individual’s health and wellbeing and the impact on the local health system. Encourage people, their families and carers to provide feedback and to share their stories about the impact of community link working on their lives.
7. Assess requests from social care or other services and identify voluntary sector groups that can support individuals.
8. Develop regular communication with referrers from hospital and social care to ensure these referral routes are maintained.
9. Have an awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, if what the person needs is beyond the scope of the role, e.g. when there is a mental health need requiring a qualified practitioner.
10. Assist individuals to learn basic online skills and for the Community Link Worker to develop a fortnightly online peer-support group.
11. Where appropriate, introduce people in-person to community groups and activities to ensure they are comfortable. Follow up to ensure they are happy, able to engage, and receiving good support.
12. Encourage community groups to develop volunteer buddies to enable new members to feel supported when joining the group or activity.
13. Encourage people who have been connected to support the Community Link Worker role to volunteer to build their skills and confidence, and to strengthen community resilience.
14. Forge strong links with local voluntary and community organisations and neighbourhood level groups, making use of their networks and building on what’s already available to create a map or menu of community groups and assets.

**General duties**

1. Complete relevant administrative tasks including keeping accurate evidence of work planning, work carried out including case studies and provide monthly reports and monitoring and statistical information.
2. Organise own caseload, recording interactions and time effectively.
3. Take part in team meetings, supervision and training opportunities as required and appropriate and provide written and verbal reports as requested.
4. Work in accordance with all policies and procedures which apply to the job and understand the reasons for these, including those around Confidentiality, Equality and Diversity, Health & Safety, Lone working and Safeguarding.
5. Undertake other reasonable tasks commensurate with the level of responsibility of this post as may be required from time to time.

**Person Specification**

*Essential:*

1. Ability to quickly build trust and to create a positive dialogue with individuals who face challenges about their health and wellbeing or other issues, to assess their needs.
2. Sensitivity and commitment to working with people and motivating them to take control of their life and access activities, support and advice which is available.
3. Commitment to a flexible approach and a focus on ‘what matters’ for an individual.
4. Confidence and ability to work with a broad range of groups and individuals, forming and maintaining positive and productive working relationships with a range of people from different professional and personal backgrounds.
5. Understanding of the local area and relevant issues.
6. Evidence of knowledge of types of support available within the local community and other sources of support and advice.
7. Good IT skills.
8. Ability to work as part of a team and on own initiative within organisational policies and procedures.
9. Ability to work independently, with minimal supervision, including initiating actions, implementing decisions, monitoring and reporting.
10. Clear, demonstrable understanding of data protection requirements and participant confidentiality.
11. Sound knowledge, understanding & commitment to equal opportunities and diversity.
12. Ability to organise own time, manage workload and to meet deadlines, working flexibly when required, with some out of office hours required for supporting people into health and wellbeing activities.
13. Ability to produce monitoring information and reports.
14. A current driving licence, access to own vehicle, and the appropriate business car insurance.

*Desirable:*

1. Experience of working in or with the health, voluntary or community sector.
2. Knowledge of health and social care provision.
3. Experience of working with vulnerable people.
4. Experience of working in partnership with health and social care professionals and/or community services.
5. Knowledge and awareness of issues such as social isolation, mental health, housing, poor physical activity, employment, debt, diet and access to Clinical and Adult and Social Care services.

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**About our recruitment process**

**The person specification:**

Our application process is based on the person specification which is contained in the information about the particular post you are interested in. It is therefore very important that you read this document to see how you feel you meet the requirements we feel are needed to enable someone to meet the job profile.

**The application form:**

The form has been designed to be as easy to complete as possible. Therefore please ensure you read all the instructions and provide all the information requested. If you are hand writing the form, please do so in black ink and write as clearly as possible.

If you attach additional pages, please write your name on each additional page.

**Shortlisting:**

When shortlisting, we will go through the person specification and look at all the criteria listed as being identified in the application form to see whether you can show you meet them. It is therefore useful to give as much information as you can within the space allocated.

**Interview:**

Again at interview we will use the same process and our interview will be geared to seeing how we feel each candidate meets the person specification. For some posts we may ask candidates to give a presentation or to undertake an active task at the interview, or there may be a short test or some pre-interview work. If this is the case we will tell you about this when we invite you to interview.

**References:**

If you are happy for us to do so we may take up references prior to interview – the form asks you to let us know whether this is the case. Any offer of employment is subject to our receiving satisfactory references.

**Unpaid work:**

Please remember that unpaid work experience and volunteering can be as important as paid work experience. For that reason we include a specific section for this.

Application for Post – South Hams Community Action Community Link Worker

Please complete in **black ink or typescript**. The application form is available in a variety of formats and also available via email ([admin@shcommunityaction.org.uk](mailto:admin@shcommunityaction.org.uk)). You may retype this form if you prefer, provided you include all of the information requested in a similar format. All information requested should be entered on this form and you may provide additional sheets if necessary. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Surname: First name:**

**Email address:**

Address:

**Postcode:**

**Telephone No:** (day) (evening)

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Names, addresses and telephone numbers of two referees. At least one should be a present employer or most recent employer. Please indicate in what capacity you know the referee.

**1. Name: 2. Name:**

**Email address:**

Address: **Email address:**

Address:

**Tel. No: Tel. No:**

**Job Title: Job Title:**

**Capacity as Referee: Capacity as Referee:**

Can the referee be contacted before interview?

Yes  No  Yes  No 

References from shortlisted candidates may be taken up prior to interview. We will not approach referees before interview without your permission.

**Employment**

Please list all jobs in date order, **starting with your most recent job**.

Dates Name & address of Position held Reason for

employer or summary of leaving

duties

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Salary in current or most recent job:

When could you take up this appointment?

## Relevant education and training

Dates School/College Certificates, diplomas,

University/Training degrees and other qualifications and

Agency courses undertaken

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Spare time interests and voluntary activity

## Information to support your application

Please tell us why you are applying for this position – what motivates you, what particular skills and experience you bring. Please ensure that you address the factors outlined in the job description and person specification.

You may continue on a separate sheet if necessary.

Please tick (✓) in the box if you consider that you are a disabled person as defined by the Disability Discrimination Act. 

Please tick (✓) in the box if you have any convictions which are not yet spent under the terms of the [Rehabilitation of Offenders Act](https://www.nacro.org.uk/nacro-services/advice/advice-for-individuals/understanding-whats-on-your-criminal-record/the-rehabilitation-of-offenders-act/)



I confirm that to the best of my knowledge the information given on this form is true and correct and can be treated as part of any subsequent Contract of Employment.

Signature: Date:

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South Hams Community Action has a data protection policy and procedures to ensure that it follows best practice and complies with legislation in its use of data. The information given on this form will be used only by those involved in the recruitment process and should you be successful it will be kept on your personnel file. Otherwise the information will be destroyed within 6 months. We will treat your completion of this form as consent for the information to be used in this way.

**Please return this form BY EMAIL no later than 5pm on Monday 11th November.**

Jackie Wesley, CEO

South Hams Community Action

[admin@shcommunityaction.org.uk](mailto:admin@shcommunityaction.org.uk)

End of Application Form

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# **Equality and diversity monitoring form**

**South Hams Community Action** wants to meet the aims and commitments set out in its equality policy. This includes not discriminating under the Equality Act 2010, and building an accurate picture of the make-up of the workforce in encouraging equality and diversity.

The organisation needs your help and co-operation to enable it to do this, but filling in this form is voluntary.

The form will be detached from the application form and will not be used in shortlisting or in the final selection process. The information you provide will stay confidential, and be stored securely and limited to only the Chief Officer.

Please return the completed form, with your application.

**Gender** Male 🗆 Female 🗆 Prefer not to say 🗆

**Are you married or in a civil partnership?** Yes 🗆 No 🗆 Prefer not to say 🗆

**Age** 16-24🗆 25-29 🗆 30-34 🗆 35-39🗆 40-44 🗆 45-49 🗆 50- 54 🗆55-59 🗆 60-64 🗆 65+ 🗆 Prefer not to say 🗆

**What is your ethnicity?**

Ethnic origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong. Please tick the appropriate box

***White***

English 🗆 Welsh 🗆 Scottish 🗆 Northern Irish 🗆 Irish 🗆

British 🗆 Gypsy or Irish Traveller 🗆 Prefer not to say 🗆

Any other white background, please write in:

***Mixed/multiple ethnic groups***

White and Black Caribbean 🗆 White and Black African 🗆 White and Asian 🗆 Prefer not to say 🗆 Any other mixed background, please write in:

***Asian/Asian British***

Indian 🗆 Pakistani 🗆 Bangladeshi 🗆 Chinese 🗆 Prefer not to say 🗆

Any other Asian background, please write in:

***Black/ African/ Caribbean/ Black British***

African 🗆 Caribbean 🗆 British 🗆 Prefer not to say 🗆

Any other Black/African/Caribbean background, please write in:

***Other ethnic group***

Arab 🗆 Prefer not to say 🗆 Any other ethnic group, please write in:

**Do you consider yourself to have a disability or health condition?**

Yes🗆 No 🗆 Prefer not to say 🗆

What is the effect or impact of your disability or health condition on your ability to give your best at work? Please write in here:

The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’, then please discuss this with your manager, or the manager running the recruitment process if you are a job applicant.

**What is your sexual orientation?**

Heterosexual 🗆 Gay woman/lesbian 🗆 Gay man 🗆 Bisexual 🗆

Prefer not to say 🗆 If other, please write in:

**What is your religion or belief?**

No religion or belief 🗆 Buddhist 🗆 Christian 🗆 Hindu 🗆 Jewish 🗆

Muslim 🗆 Sikh 🗆 Prefer not to say 🗆 If other religion or belief, please write in:

**What is your current working pattern?**

Full-time 🗆 Part-time 🗆 Prefer not to say 🗆

**What is your current flexible working arrangement?**

None 🗆 Flexi-time 🗆 Staggered hours 🗆 Term-time hours 🗆

Annualised hours 🗆 Job-share 🗆 Flexible shifts 🗆 Compressed hours 🗆

Homeworking 🗆 Prefer not to say 🗆 If other, please write in:

**Do you have caring responsibilities? If yes, please tick all that apply**

None 🗆 Primary carer of a child/children (under 18) 🗆

Primary carer of disabled child/children 🗆

Primary carer of disabled adult (18 and over) 🗆 Primary carer of older person 🗆

Secondary carer (another person carries out the main caring role) 🗆

Prefer not to say 🗆

*If you do not wish to give any of this information you can leave it blank. We would be grateful if you would return the form with your application form even if you choose not to complete it.*