



JOB DESCRIPTION



JOB TITLE:	Wellbeing Matters Community Connector
PLACE OF WORK:	START 's Hub on Walkden Retail Park and other community locations
HOURS OF WORK:	35 hours per week (full time) Initial 12 month fixed term contract
SALARY:	£30,328 per annum (NJC scale pt19 pro-rated to 35 hours)
RESPONSIBLE TO:	Development Manager
HOLIDAYS:	Annual entitlement is 28 days paid holiday accrued on a monthly basis plus statutory public holidays.
PENSION:	For staff who are eligible, we will operate a contributory pension scheme into which you will be auto-enrolled (subject to the conditions of the scheme). The Charity will contribute a minimum of 5% towards the auto enrolment pension.
TRADE UNION:	START does not currently recognise a trade union, however you have the right to join or not to join a trade union of your choice.
PROBATIONARY PERIOD:	This post is subject to a probationary period of 6 months.
OTHER CONDITIONS:	The post is not available for job share. There will be an induction period of 4 weeks. Grievance and disciplinary procedures are laid down in the organisation's policies
JOB PURPOSE:	The Wellbeing Matters Community Connectors are at the heart of our approach to social prescribing in Salford and need to be enthusiastic, well organised, resilient and adaptable. Working within a neighbourhood anchor you will support individuals to access local groups and activities, adapting a strengths based approach in order to ultimately improve their health and wellbeing. In addition to working with individuals, you will be working with your local community to identify and develop opportunities to meet the residents in your area as well as liaising with healthcare professionals to support the service's development.

Main Tasks and Responsibilities

- Develop positive working relationships and accept referrals from key health key workers including Care Navigators, GP's, Neighbourhood Enhanced Care Teams
- Develop and maintain good communication with people accessing the service to ensure that their strengths, goals and preferences as individuals are met and connect them to relevant services and opportunities within their community to achieve these
- Build up knowledge of what services are available in the local and wider community and assist with recording this both locally and centrally
- Develop and maintain effective working relationships with key relevant community-based service providers to ensure effective and smooth onward referrals e.g. other local voluntary, community and social enterprise organisations
- Identify local gaps in meeting a specific need and feed this information into delivery team meetings and to the neighbourhood volunteer development worker
- Monitor and record key information regarding individual's participation in the programme including tracking their experience and outcomes and provide timely feedback to referral partners
- Support and assist with the monitoring and evaluation of the programme including producing relevant monitoring reports as well as collecting broader qualitative and outcome data from case studies, focus groups and interviews to understand how or why the delivery approach is impacting on people and the local community
- Support project development by raising awareness of the service through training, presentations and events
- As part of the wider social prescribing team, contribute to the development of the service including the development and maintenance quality assurance and improvement systems that monitor standards and support high-quality service delivery
- Manage own time and workload effectively, whilst also working as part of a team
- Work in accordance with all policies and procedures of START as well as those of the Wellbeing Matters programme
- Commit to your professional and personal development and attend training or development activities as required
- Work in accordance with all relevant legislation
- Engage with regular professional supervision and performance management meetings
- Take direction and undertake tasks as set by the Wellbeing Matters Operations and Programme Managers
- Read and understand START's policy documents for Safeguarding children and young people and the Protection of Vulnerable Adults
- Act upon a duty and responsibility to protect and safeguard children and vulnerable adults. Ongoing training will be provided to enable you to fulfil this responsibility

Person Specification

Wellbeing Matters Community Connector

The successful candidate must be able to demonstrate that they meet the expectations set out below.

Method of Assessment; A = Application form; I = Interview; T= Test; P= Presentation

PS Ref	Skills, Abilities and Knowledge	Essential (E) Desirable (D)	Indicator
Skills and Experience			
1	Good verbal communication skills and interpersonal skills	E	A/I
2	Able to support people from a range of backgrounds to make positive change and to achieve their goals.	E	A/I
3	Able to support people to make their own decisions and take their own actions	E	A/I
4	The ability to give guidance in a positive and constructive way	E	A/I
5	The ability to develop and maintain relationships with a range of partners including the public, health care professionals and the voluntary sectors	E	A/I
6	A good level of computer literacy including applied knowledge of Microsoft Office (Word, Excel and Outlook)	E	A/I
7	The ability to make oral presentations and participate in formal meetings with a variety of audience and stakeholders	E	A/I
8	Demonstrable experience of managing a caseload of clients and keeping up to date records using a CRM system	E	A/I
9	Good coordination and organisational skills, including the ability to prioritise and plan own workload, manage multiple tasks and work to tight deadlines	E	A/I
10	Ability to work as part of a team as well as independently	E	A/I
Knowledge			
11	Understanding of the wider determinants of health and wellbeing	D	A/I
12	A familiarity with the principle of behaviour change and the barriers that individuals may face	D	A/I
13	An understanding of the concept and benefits of social prescribing	D	A/I
14	An understanding of the importance of confidentiality and the basics of Data Protection	D	A/I
15	Knowledge of the city of Salford	D	A/I
Personal			
16	Commitment to equality and diversity	E	A/I
17	Commitment to excellent service delivery	E	A/I

18	Positive outlook and a 'can do' attitude	E	A/I
19	Personal resilience and flexible attitude in the face of difficulties	E	A/I
20	Self-motivated, creative and energetic attitude to fulfilling a professional role	E	A/I
21	Commitment to the values of START, Salford CVS and the Wellbeing Matters partnership	E	A/I
22	Commitment to completing the NHS England and NHS Improvement online learning programme www.e-lfh.org.uk/programmes/social-prescribing/	E	A/I
23	Able to work flexibly including occasional evenings and weekends	E	A/I
24	The ability and willingness to travel within Salford	E	A/I
25	Willingness to undertake all relevant DBS checks	E	A/I
26	Clean driving licence and access to a car	D	A/I

START are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We therefore encourage candidates to apply irrespective of age, disability, race, religion and belief, gender identity, sex or sexual orientation.