



Telford and Wrekin  
**CVS**  
*Involving, Inspiring, Supporting*

Suite 12 & 15  
Hazledine House  
Central Square  
Telford Centre  
Telford  
Shropshire  
TF3 4JL

Tel: 01952 916035  
[www.telfordandwrekin cvs.org.uk](http://www.telfordandwrekin cvs.org.uk)

## **COMMUNITY LINK WORKER – 36 Hours per week Permanent Position**

### **About Telford & Wrekin CVS**

Telford & Wrekin CVS aims to bring together organisations which are important in the life of the community so that they can work together effectively for the good of the area by:

- improving co-operation;
- expressing social needs;
- sharing information;
- helping to direct resources to areas of greatest need;
- promoting direct services;
- encouraging self-help.

It consists of representatives of voluntary and community organisations concerned with family welfare, disability, health, community affairs and amenities, together with representatives of the local authority and other statutory services.

It provides:

- A forum for the exchange of ideas and evaluation of services;
- Relevant information and support to voluntary and community organisations working in the town;
- A recruitment and placement service for volunteers which also aims to develop good practice in volunteering;
- Information and support to Parents/Carers of Children with Special Educational Needs;
- Information and support to Adult Carers and Young Carers;
- Information and support to adults and children and their families living with autism;
- A community café.

The CVS is affiliated to the National Association for Voluntary and Community Action (NAVCA), the National Council for Voluntary Organisations (NCVO).

Telford and Wrekin CVS is a registered charity supported by grants in aid from the local public authorities and various funding bodies with which it has good relationships and is hopeful of continued support from them.

Registered Charity Number: 702589  
A Company Limited by Guarantee Number: 2436644  
VAT Reg No: 248 0406 19



## About the Job

**Post Title:** Community Link Worker

**Responsible To:** All Ages Carers Centre Service Manager

### Job Purpose:

- Provide a single point of community-based solutions to people with adult social care needs;
- Increase the visibility of the voluntary and community sector to operational staff within multi agency settings;
- To work in a multiagency way across all TWCVS projects and Adult Social Care, Children & Families Services, Public Health, Midlands Partnership Foundation Trust, other VSCE teams, stakeholders and partners.
- Provide information, advice and assisted access to services for members of the community;
- Support people to access digital platforms for self-help and care;
- Providing an innovative and creative approach supporting people to live well closer to where they live;
- Increase the knowledge of wider colleagues about services available in the community.

### Main Duties and Responsibilities:

#### Response to Wellbeing Independent Partnership (WiP) First Point of Contact & Networking

- To ensure residents of Telford and Wrekin are responded to as part of our WiP First Point of Contact information, advice and telephone helpline to be supported and have effective connections to services;
- To work alongside internal and external colleagues in ensuring a multiagency approach.
- Responding to members of the public with a range of solutions including those available in the community;

#### Hospital Avoidance & Discharge

- Engage, listen and build relationships with people of all ages, genders and backgrounds;
- Support and motivate individuals to develop solutions to the issues they care about to improve their health and wellbeing;
- Case work for families evidencing outcomes
- To support regular information stands, identifying people on admission and discharge of hospital settings;
- Enhance links with GP practices & health colleagues to ensure they are aware of voluntary sector organisations and services based within the community;

## **Social Prescribing (Community Activities)**

- Using creative solutions to support individuals who would benefit from social prescribing activities to:
  - Build confidence and assist in gaining skills and employment
  - Reduce isolation;
  - Support / enable self-care;
  - Refer / connect with local services;

## **Digital Inclusion**

- To assist the CEO in respect of the wider Digital Inclusion Programme across Telford & Wrekin
- To empower members of the community to:
  - Access technology in a variety of ways e.g. Tablet loan scheme
  - Integrate and co-ordinate the wider TWCVS digital response

## **Develop the Digital Hub**

To provide 'Tea & Tech' sessions, assist with IT skills / Homework Clubs utilising TWCVS and partner agency community venues to include Telford Independent Living Centre, Halzedine House – IT Suite and Madeley Wellbeing Café

## **Monitoring & Evaluation**

- Maintain accurate records of all work undertaken, providing regular reports;
- Pro-actively monitor and evaluate work;
- To regularly evaluate cases and customer satisfaction.

Telford & Wrekin CVS operates a friendly, informal team. However, we aim to maintain the highest standards of service and efficiency. Experience of working in a small team in a busy office environment would, therefore, be an advantage.

Support, supervision and training, where necessary, will be provided.

## **Qualifications**

Evidence of a solid general education is required together with GCSE A\*-C / 9-4 or equivalent in English Language and Maths. Developed keyboard skills and advanced knowledge and ability to use Microsoft Office applications, i.e. Word, Excel, Outlook, Internet Explorer and an understanding or knowledge of Access are also critical.

A relevant professional qualification, NVQ level 3 in Health and Social care or equivalent.

Evidence of further education or training that would support your application.

## Extracts from Conditions of Service

- The post is for 36 hours per week.
- Permanent Post
- Salary: £22,894 per annum
- Expenses of travel will be reimbursed.
- Holiday entitlement – 4 working weeks plus public bank holidays as agreed.
- Superannuation – eligible employees will be auto-enrolled into the Pensions Trust pension scheme. The employee may elect to opt out of this.
- The post holder may be required to undertake Enhanced Disclosure and Barring Service check. Where the post holder will work in contact with vulnerable adults, Telford and Wrekin CVS is entitled to ask exempted questions under the provisions of the Rehabilitation of Offenders Act 1974 Exemptions Order 1975 and will require an Enhanced Disclosure from the Disclosure and Barring Service before any appointment can be confirmed. Telford and Wrekin CVS complies completely with the DBS [Code of Practice](#); a copy of the code is available on request. Any criminal record shown on a disclosure will not necessarily be a bar to employment, any matter revealed will be discussed with the applicant before any offer of employment is withdrawn. Our Recruitment of Ex-Offenders Policy is available on request. Information obtained from the DBS will not be used unfairly.
- The post holder may be required to complete a questionnaire to assess any health and safety workplace needs through the Local Authority's Occupational Health Service.
- Normal office hours are between 9.00 am - 5.00 pm: Monday to Thursday; 9.00 am – 4.00 pm: Friday. "Out of Hours" work will be necessary. Time off in lieu can be arranged (overtime is not paid).
- The post holder will be based at Suite 12 & 15, Hazledine House, Central Square, Telford Centre, Telford, Shropshire, TF3 4JL but may be required to work at any of our premises from time to time, as well as working across the borough in local communities.

## Further Information:

For an informal discussion contact Laura Thorogood, All Ages Carers Centre Manager, on (01952) 916039 or by email [laura.thorogood@telfordcarers.org.uk](mailto:laura.thorogood@telfordcarers.org.uk)

For an application form, please contact Karen Morrow, HR Officer, on (01952) 916036 or email [karen.morrow@tandwcvcs.org.uk](mailto:karen.morrow@tandwcvcs.org.uk)

**Closing Date:** 3 pm on Friday 20 May 2022

**Interview Date:** TBC

PERSON SPECIFICATION		
FACTOR	ESSENTIAL	DESIRABLE
<b>Education / Training</b>	<ul style="list-style-type: none"> <li>• A relevant professional qualification NVQ Level 3 Health and Social Care or equivalent.</li> <li>• Numerate. Good standard of literacy. Commitment to personal development.</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrate proven experience of working directly with families needing support within the community.</li> <li>• Experience of developing / delivering effective sign posting and supporting access to services.</li> <li>• Experience of working within a team in a demanding environment.</li> </ul>	
<b>Skills, Abilities and Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills (verbal and written) and the ability to influence a variety of audiences.</li> <li>• Good negotiating skills and the drive and commitment to achieve positive outcomes for service users and colleagues.</li> <li>• Ability to work on own initiative, work well under pressure, prioritise work and manage time effectively when lone working.</li> <li>• A good listener with the skills and qualities to engage, motivate and empower families / service users (including those who may be reluctant to engage) encouraging them to work positively with local services.</li> <li>• Ability to make effective assessment of need.</li> <li>• Working knowledge of Protection of Vulnerable Adults.</li> <li>• Understanding of the importance of confidentiality and the need to treat sensitive information in line with the Data Protection Act.</li> <li>• Friendly, approachable, caring, empathic, flexible, innovative, resourceful, reliable, responsible, methodical, non-judgmental, organised, assertive, tactful and decisive.</li> <li>• Ability to work effectively as part of a larger team within a framework of policies and procedures.</li> <li>• Good IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• The commitment and ability to develop positive relationships with service users, colleagues and external organisations.</li> <li>• Understanding of the varied needs of families and community-based services available.</li> </ul>
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate integration of equality and diversity into practice and service delivery.</li> </ul>	

<b>Other Requirements</b>	<ul style="list-style-type: none"><li>• Willingness to work flexible hours, evenings and weekends.</li><li>• Willingness to attend training and meetings.</li></ul>	<ul style="list-style-type: none"><li>• A full current driving licence and access to own transport is important to meet the requirements of this post.</li></ul>
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