**INTERLINK JOB DESCRIPTION AND PERSON PROFILE**

Post title: Community Advice Coordinator – Funding

Hours: 37, job share considered.

Line Manager: Community Advice Manager

Salary: NJC Scale Point 21 (£26,511)

Location: Working in the community and remotely in RCT. Interlink has an office base in Pontypridd.

**Description of Role:** The post holder, as part of the Community Advice Team, will work with focus on funding advice and support, working with colleagues, members and partners to transform the on-line support volunteering and community support available within local communities including developing new on-line services and platforms including:

* Improving the provision of on-line information, advice and guidance through the Interlink website, the Third Sector Support Wales Knowledge Hub and Connect RCT Platform.
* Supporting community and voluntary organisations and other partners to access on-line information, advice and guidance.
* Coordinating and responding to enquiries from volunteers and community organisations.
* Coordinating on-line networks, training and events and delivering face to face and on-line training.
* Providing one to one advice and support to local groups on-line and over the phone and face to face support to community and voluntary organisations who are digitally excluded.
* Develop an ‘on-line’ offer through Third Sector Support Wales platforms and the Knowledge Hub (Third Sector Support Wales).
* Developing on-line content including digital resources with communities.
* Work with the Wellbeing Team to promote the funding offer to improve mental health and wellbeing.
* Working with Community Advice Team colleagues to promote and provide funding and peer to peer support to the Sector.
* To ensure the needs of children and young people are met, working alongside the Young People’s Participation Coordinator.
* Capturing feedback on the quality of the information and advice you support including recording the information and support you provide through the Customer Relationship Management (CRM) system and other administrative tasks.
* Work with other partners develop support pathways through peer support and other support providers.
* Work collaboratively with third sector providers and public service partners to support collaboration to help sustain local activities, services and facilities.
* Representing Interlink at a local and regional level as required, for example, at local network meetings and national meetings of Third Sector Support Wales – the network of County Voluntary Councils in Wales with WCVA.
* To work on your own initiative and as part of a team.
* To work to agreed plans and meet agreed objectives and outcomes.
* To use a range of IT and software.
* To undertake learning and development and regular supervision.
* To follow Interlink policies and procedures.
* To undertake other relevant tasks relevant to the role.

The post holder will report to their line manager and oversee the effective delivery, monitoring and evaluation of programmes with the support of the Interlink Management Team.

**Requirements for the role:**

The post hold will be required to:

* Have at least three years’ experience of providing funding advice and support.
* Be able to demonstrate a high level of digital literacy with experience of a wide range of digital applications.
* Have in depth experience of effective collaborative and partnership working.
* Communicate in the welsh language (desirable).
* Access a car for work purposes (desirable).

**Requirements for all Interlink Staff**

**Effective working with people, able to:**

* Listen to and communicate with a diverse range of people.
* Respect people’s personal choices and be non-judgmental.
* Deal professionally and calmly with challenging situations and individuals
* Maintain professional boundaries
* Demonstrate excellent verbal and written communication skills.

**Effective team and organisational working, able to:**

* Be positive about your role, your colleagues and the organization
* Be aware how your behaviour and attitude can impact on your performance and the performance of your colleagues
* Develop your skills and knowledge through continuous learning.
* Be flexible and adaptable to the changing needs of the organization
* To follow policies and procedures including safeguarding, confidentiality and data protection.
* Understand and articulate the connection between your performance, project outcomes and organisational performance and the future sustainability of Interlink.
* Identify and effectively manage risk and safeguarding within your area of work.
* Adhere to guidelines, rules, legal and other frameworks within which you are expected to work in line with the expectations of your role.

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| **INTERLINK RCT** |
| **VALUES AND PRINCIPLES** |
| * To work sustainably, taking into account the environmental, economic and social needs of local people and communities.
* To support all members with special consideration for the needs of smaller groups.
* To promote equal opportunities and social justice, aiming to reach those individuals and groups most in need.
* To support voluntary action, aiming to promote and facilitate the involvement of service users, carers and citizens.
* To be flexible and responsive to the changing needs members.
* To support and develop partnership working at all levels to identify, address and deliver actions that meet the needs of local communities.
* To work with others using asset based, community development and coproductive approaches
* To enhance and not compete with the work of member organisations.
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| **OUR 20:20 VISION** |
| Volunteering, community involvement and action lead to connected and resilient communities, where people are treated fairly, have good health and have the resources they need**.** |
| **OUR MISSION**  |
| * To listen to and support the development of communities to be better connected and more resilient.
* To build on individual and community strengths through volunteering, community involvement and action.
* To work with others to improve wellbeing, tackle poverty and reduce inequality.
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| Interlink as a County Voluntary Council is a member of Third Sector Support Wales who provide services across Wales based on supporting the following four pillars: * Volunteering
* Good governance
* Thriving and sustainable third sector
* Influencing and strategic engagement
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