**Connected, resourceful, sustainable communities.**

*Providing community advice, promoting wellbeing and volunteering, and supporting people and organisations to connect and work together better.*

**Foreword from our Chairperson**

This is an opportunity to contribute to our charity at a decisive time. Our staff are a driving force in connecting and mobilising our members, as they work alongside the community and voluntary sector to build their capacity to act on what matters to the volunteers and communities they support. This is an exciting new opportunity for all our staff to reach, connect and deliver powerful change across society.

There is considerable scope to contribute and build on what we currently provide working alongside our members. If you are inspired by this opportunity and would like to be part of our story, we would love to hear from you.

**Pauline Richards,**

**Chairperson, Interlink RCT**

# Information pack for candidates

This pack is designed to introduce you to our organisation and Vision, Mission, Values and Principles. It contains information on how Interlink works.

At Interlink Rhondda Cynon Taf, you will be joining a members-led charity focused on creating connected, resourceful and sustainable communities where people develop trust, respect and understanding, have good health, and access the resources they need. By encouraging people and communities to recognise and work with the assets the community already has – such as its people, buildings and land – communities can act on what really matters.

Our main areas of work are:

* Community Advice – supporting groups with information, networking, peer support, training, events and funding.
* Volunteering – supporting volunteers and volunteer organisations.
* Wellbeing – supporting people to improve their health and wellbeing through community activities and local services.
* Working Together – supporting connections with public sector partners to value, develop and invest in preventative community activities and services.

At Interlink RCT, we all understand we are only as good as our people - our volunteers, staff and trustees. The support we provide to our people determines how good we are. We believe we can only be effective in supporting our members if we fully support our staff to be healthy, committed, skilled and motivated. We believe all staff should enjoy their work, feel supported, feel part of a Team and be valued for their experience, skills and commitment. To achieve this, we listen to our staff, provide wellbeing support, support learning and development and have good pay and conditions.

**What we offer**

* Good and fair pay
* An 8% non-contributory pension
* 30 days holiday per year
* Flexible working
* Hybrid working
* Individual support tailored to each member of staff with a focus on wellbeing
* A Wellbeing Hour every week
* Up to date effective person centred policies covering paternity, maternity, bereavement and safeguarding
* Regular staff and team meetings and staff away days
* Be fully involved in decisions including opportunities to help design, develop and deliver our strategy and plans
* A workplace that celebrates difference and diversity, respect and understanding.

**Applying for a job with us**

Thank you for your interest in working with us. If you have a disability and would like assistance with completing an application, then please contact us at least 14 days before the closing date and we shall be glad to discuss how we can help you.

**The closing date for completed applications and interview dates can be found on the job advert and our website** [**here**](https://interlinkrct.org.uk/blog/2023/10/05/wellbeing-coordinator-x2/)**.**

Please submit a CV plus a covering letter. The cover letter must be a maximum of 1000 words and briefly outline, using bullet points, your skills and experience and how you meet the criteria listed under the person specification in the application pack. Please send an email with your CV and cover letter, headed ‘Recruitment’ by **Noon on 15th November** to: [recruitment@interlinkrct.org.uk](mailto:recruitment@interlinkrct.org.uk)

If you need any information in an alternative format or require assistance to apply or would like to make a video application, please contact:

VOICE: 01443 846200

EMAIL: [recruitment@interlinkrct.org.uk](mailto:recruitment@interlinkrct.org.uk)

We do not normally contact unsuccessful applicants individually. If you have not heard from us two weeks after the closing date, please assume that your application has been unsuccessful on this occasion. However, we would encourage you to apply for other suitable roles.

**Post title**: Wellbeing Coordinator

**Hours**: 37 per week

**Line Manager**: Wellbeing Services Manager

**Salary**: NJC sp 21 £28,900 rising to NJC sp 22 £29,439 after successful completion of a probationary period.

**Location**: Working remotely and in community venues in RCT.

Interlink has an office base in Pontypridd.

**Description of Role:** The post holder will work closely with GP’s, health and social care partners throughout Rhondda Cynon Taf to support referred individuals to address non-medical issues that may be causing or exacerbating health problems. Focusing on ‘what matters to me’ and taking a holistic approach to people’s health and wellbeing, you will work with individuals to identify their needs and support them to access third sector organisations, services and community groups for practical and emotional support. This role places significant emphasis on supporting individuals and matching their interests with what is available and connecting people within their community. The post holder will be expected to be a central contact, developing a full understanding of what is available within the community to help address issues of debt, poor housing, mental ill health and social isolation. Working as part of a multi-disciplinary team and collaboratively with local partners, you will also support development of opportunities in the local community.

**Operational Duties**

• To support a caseload of individuals and co-produce and implement a personalised support plan that will help address their non-medical needs, through self-management, referring into relevant community activities, facilities and services.

• To promote independence through an enabling approach, that draws on individuals’ strengths, preferences and ‘natural’ support networks. Assist and encourage people to make their own decisions and choices.

• To complete an initial assessment with the individual that includes assessing risk and vulnerability and address any safeguarding issues.

• Conduct reviews and follow up of actions to monitor, evaluate and sustain progress in relation to each individual’s health and wellbeing.

• To liaise with, develop and maintain good relations with GPs, practice managers and other health practitioners and attend Primary Care Cluster Meetings, as appropriate, to develop relationships across the area.

• To attend and maintain good relations with cluster Community Health and Wellbeing Team (CHWT) and Multidisciplinary Team (MDT) meetings accepting referrals and sharing knowledge as appropriate.

• To assist with community resource mapping to maintain an up to date database of community resources and contacts.

• To identify gaps in provision and report findings to address gaps and deploy resources where needed.

• To keep case files and databases up to date and secure and be able to provide monitoring information as per requirements and maintain records in line with all operational procedures.

• To develop and sustain professional relationships with service users, partner agencies and appropriate external agencies.

**PERSONAL PROFILE**

**Role Specific Behaviours**

• To be collaborative - commitment to partnership working, including ability to work collaboratively with GPs, colleagues and other stakeholders

• To be emotionally intelligent – to support an enabling/empowering approach, building on people’s strengths to promote independence in individuals

• To be a highly organised - to be effective in recording data and delivering on objectives and performance measures.

• To be professional – to effectively represent the best interests of the third sector and Interlink.

• To be responsible – to manage your areas of responsibility, including performance and monitoring and evaluation.

• To communicate – to communicate effectively at all levels both verbally and literately.

• To be flexible and responsive – to ensure you adapt to changing requirements.

• To be a reflective – to develop your knowledge and skills through continuous learning and development.

**Role Specific Requirements:**

**Experience of:**

• Working with people with health and social care needs/Working in community settings/Community development / Coproduction.

• Collaboration and partnership working

• Matching people’s needs and interests with what is available in the community

**Information Technology Requirements:**

• Search engines-community research is a pivotal part of the Wellbeing Teams’ work, ability to use search engines, advanced searches and Boolean operators for more focussed results.

• Email and communication systems- ability to communicate digitally using various communication software including email and text-based software and apps that allow you to organise voice and video calls such as Teams, Zoom, WhatApp.

• Social media management tools

• Knowledge of Microsoft Office 365/SharePoint etc Microsoft Outlook, Microsoft PowerPoint, Microsoft Word, Microsoft Excel

• CRM database entry and data management

**Car use:** The post requires the use and availability of a car for work purposes.

**Interlink Requirements for All Staff**

**Communication, able to:**

• Listen, communicate with and involve a diverse range of people, communities, members and partners.

• Demonstrate a high level verbal and written communication skills.

• Use IT packages and demonstrate as high degree of competence.

• Plan and facilitate meetings, workshops and events.

• Write and complete relevant reports and promotional material.

• Manage information accurately and correctly in line with Interlink policies.

• To act confidentiality and have a good working knowledge of data protection.

• It is desirable that you can communicate in the welsh language.

**Attitude, able to:**

• Be flexible and responsive to the changing needs of the service and organisation.

• Be reliable and understand how your behaviour, outlook and attitude can impact on your performance and attendance.

• Acquire an in depth knowledge and understanding of theory and practice in your area of work, developing and implementing good practice, develop your own skills and knowledge through continuous learning.

• Be positive about your role, colleagues, managers, trustees and the organisation.

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

• Develop trusting relationships and treat all people with honesty, dignity, compassion and respect.

• Relate to people as individuals, respect their personal choices, be non-judgmental and work professionally with people who have different values and views.

• Deal professionally and calmly with challenging situations and individuals.

• Understand the importance of maintaining professional boundaries and integrity.

• Listen to and involve people and communities in relation to implementing organisational approaches such as coproduction, strength based practice, social pedagogy, person-centred and asset based community development.

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

• Form positive relationships and respect colleagues, managers and trustees.

• Be flexible and adaptable to the needs of people you work with.

• Articulate and implement Interlinks values and principles through your practice.

• Understand the purpose of your role in the wider context of the organisation - its mission, values and established working practices.

• 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.

**Emotional Intelligence**, **able to:**

• Understand and manage your emotions and recognise their potential impact.

• Sense, understand and react sensitively to other's emotions and behaviours.

• Understand and manage your own limitations and respect the limitations of others.

• To self-manage, develop your self-awareness and independence; and recognise when to ask for support from colleagues and managers.

**Welsh Language**

All candidates will be expected to learn and achieve a ‘courtesy’ level of basic Welsh which includes answering the phone bilingually, as well as pronouncing and understanding simple words. Candidates will be expected to show the skills either on appointment or within six months of recruitment.

**Equality, Diversity and Inclusion**

Ability to understand and demonstrate an understanding and commitment to equality, diversity and inclusion to ensure all behaviours and activities are consistent with the values, vision and relevant policies of Interlink RCT.

**Safeguarding:**

An understanding of the importance of safeguarding and ability to implement relevant policies and procedures. Safeguarding is about protecting people’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while ensuring wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.