



**Bromley  
by Bow  
Centre**

## **Bromley by Bow Centre Recruitment Pack**

**Coordinator – Barts Social Prescribing**

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# Bromley by Bow Centre

The Bromley by Bow Centre is a hub for the community in the East London borough of Tower Hamlets. **Our purpose is to enable our community to thrive.** We provide a wide range of services to support individuals, many facing complex personal situations and longer-term underlying issues, in a holistic and integrated way.

Our programmes are grouped in four main themes:

- Addressing skills gaps, language barriers and gaining qualifications to support access to employment and developing social entrepreneurs
- Advisory Services for energy, bills & housing, money management, accessing state support
- Health & Wellbeing: Social Prescribing (gardening, arts, physical activity, healthy lifestyle advice) and community connection through our Welcome Hub
- Social Care: fun, purposeful daytime activities for people with complex needs providing respite for their carers

Our services are co-located with a GP practice: another gateway to seamless support for diverse needs. These days it is widely accepted that in our poorest communities, as much as 80% of being healthy is directly connected to the impact of social factors. Our model uniquely focuses on meeting both social needs and medical needs, side by side.

Beyond services, we also provide people with a place to be, to come together, to connect. People of all ages, genders, nationalities, faiths and backgrounds use our space. For many this is the gateway to accessing help for the first time.

We help 3,500 people a year, plus their families, to withstand crises and make lasting changes to their lives. With our deep local roots, over half of the people we support live within a mile from the Centre. But the impact of our work reaches far beyond Tower Hamlets - our work is recognised internationally and we share our learning through an active programme of visits, tour and training courses with individuals and institutions from around the globe.



***Our work is based on people's individual needs, because we know that health and wellbeing is primarily driven by social factors, not medical ones. Our model is based on community empowerment and people taking control of their lives.***

# Our statement of intent

The Bromley by Bow Centre is a **Hub for the Community**

Summarised by one of our employees recently...

*“Not everyone needs support, but everyone needs a community”*

- ♥ We are a **local charity**
- ♥ Making a difference in our **local community**
- ♥ **We value our staff and volunteers** who are essential to what we do
- ♥ We offer **person-centred, holistic and integrated support** across **health and well-being**
- ♥ We work in partnership with **Primary and Secondary Care**
- ♥ As well as a **wide range of other local partners**
- ♥ *We engage widely* with our **community**
- ♥ We offer **tailored support** to those **who need it**
- ♥ Our ethos is one of **empowerment**
- ♥ We **amplify the voices of the community** through everything we do
- ♥ We **learn** from what we do and from others
- ♥ We **share** our learning and support others to build on our success

# Why work at the Centre?



We know working at the Centre is rewarding, as you will be contributing to creating lasting change for the community, but we want our employees to get something back. Our benefits formally recognise our employees for the important work that they do every day.

## ♥ Generous leave allowance

Time off is equally as important as being in a job you enjoy. Our holiday entitlement is 27 days, plus bank holidays. We also close between Christmas Day and New Years Day so get 3 additional days off then, plus the day off for your birthday. We also have 2 Celebration Days a year, these days are to recognise Eid (as the majority of our employees celebrate Eid) however can be used for any religious holidays throughout the year or anything else that is significant to you. A **total of 41 days of paid leave** (prorated for part time employees)

## ♥ Regular social activities

We have regular social lunches, festivals and celebrations throughout the year, both internally for employees and jointly with the community and two all staff away days/offsites a year

## ♥ Hybrid Working (60% at the Centre)

We know that flexibility supports work life balance so have a hybrid working policy. We expect people to be in the centre at least 60% of the time (although this may vary by individual team/business need)

## ♥ Employee Assistance Programme and OH support

You can access 24 hour support via our Employee Assistance Programme, and we have enhanced sick pay of full pay for up to four weeks. If you are off sick for a period of time when you're ready to come back we will support you with a manageable transition back to work, with the support of Occupational Health.

## ♥ Interest free loan (bike, season ticket or rent)

We offer up to £1500 interest free loan to put towards a Bike, your train/tube travel (season ticket), **or** a deposit for first months rent or buying. The monthly repayments will be deducted through payroll over 12 – 18months.

## ♥ Flexible use of OMP (maternity pay)

The last 13 weeks of maternity leave are normally unpaid but our policy is to pay these weeks at the SMP rate. This additional pay can either be split and used to top up your SMP at the beginning or used at in the final 13 weeks when your SMP runs out

## ♥ Matched Contribution Pension Scheme

We match pension contributions up to 4% (and this increases with length of service up to 7%). You can of course contribute more than 4%

## ♥ Sabbatical

If after 7 years with us you feel you need a break, you can take up to 6 months sabbatical (unpaid) and return to employment with us



# Application

## Requirements for the role

- Right to work in the UK (unfortunately we cannot offer sponsorship)
- This post is subject to a police check of previous criminal convictions with the Disclosure and Barring Service (DBS)

## Application

To apply click please follow the link on our website, you will be taken to our online application form where you will need to answer around 4 questions about your experience relating to the role and why you want to work at the Bromley by Bow Centre.

**It's important that you answer these questions fully, showcasing examples of your skills and experience (both professional and personal) relevant to the role as we only use your responses to shortlist (not your CV).**

You may still be asked to upload a CV onto Hireful but we won't see it until after we have scored all of the answers and shortlisted the applicants to invite to interview. The reason we do this is to remove any potential bias at shortlisting stage.

We want to hear about your individual skills and experience, please avoid using AI software or tools to support with your application. If your answers to the screening questions are similar to those put through an AI website your application may be disregarded.

Please let us know how we can make the recruitment process more accessible for you or if you would like us to send you the job pack in a different format by emailing [people@bbbc.org.uk](mailto:people@bbbc.org.uk)



# The Role

The Bromley by Bow Centre (BBBC) is working with East London Prevention Group (ELoPE) to bring social prescribing into secondary care for Barts Health patients.

Social Prescribing is a way of linking people with non-medical support to improve their physical and mental wellbeing, connecting them with services in their local communities and supporting them to feel more empowered in their lives.

The Barts Social Prescribing service aims to address health inequities, working with people who would benefit from:

- support with wider social issues including debt, housing and employment
- being more connected to people in their local community
- participating in physical and healthy lifestyle activities
- emotional and wellbeing support
- accessing a range of services locally

The Coordinator will be the first point of contact for referrals into the Bromley by Bow Centre's Barts Social Prescribing service. They will make initial contact with people referred into the service, book appointments with members of the team and connect people to local activities and services. The role will support in the development of activities designed to aid people's recovery.



# The role

<b>Job title</b>	Coordinator - Barts Social Prescribing
<b>Salary</b>	£29,612 per annum (pro rata £13,325)
<b>Contract</b>	Fixed term until 31 <sup>st</sup> October 2026
<b>Hours</b>	16 hours per week (0.45 FTE). Occasional evening work
<b>Report to</b>	Delivery Manager – Community Health and Wellbeing
<b>Location</b>	Bromley by Bow Centre and other local community venues as required
<b>Holiday</b>	27 days plus bank holidays and an extra day off for our birthday (pro rata for short term and part time contracts)
<b>Pension</b>	4% matched contributions, increasing with length of service
<b>Deadline</b>	<b>Monday 16<sup>th</sup> September 2024 at 9am</b>
<b>Interviews</b>	<b>First round: Thursday 19<sup>th</sup> September 2024 (online/Teams)</b> <b>Second round: Tuesday 24<sup>th</sup> September 2024 (in person)</b>



# Coordinator – Barts Social Prescribing **Job Description**

The role includes the following **key responsibilities** however these may change as the post evolves:

## **Referrals**

- Act as the main point of contact for referrals into the Bromley by Bow Centre's Barts Social Prescribing service
- Provide project coordination and administrative support including managing and processing participant data
- Receive referrals and triage them to members of the Bromley by Bow Centre and wider Barts Social Prescribing team

## **Personalised Support**

- Make initial contact with people referred into the service to book appointments with members of the Bromley by Bow Centre and wider Social Prescribing team
- Deliver holistic initial assessments by telephone
- Provide personalised support to individuals, respecting diversity and lifestyle choices
- Develop trusting relationships, giving people time and focus on 'what matters to them'
- Respond to queries from, and provide support to, those accessing the service
- Encourage people to provide feedback and share the impact of social prescribing on their lives
- Identify when someone's needs are beyond the scope of the service and make adequate onward referrals



# Coordinator - Barts Social Prescribing

## Job Description

### **Signposting and referrals**

- Triage individuals accessing the service, connecting, signposting and referring them to activities and opportunities based on their needs and aspirations
- Maintain a detailed understanding of local services to facilitate appropriate signposting and referrals
- Ensure personal introductions to colleagues and services as appropriate

### **Activity development and engagement**

- Act as the main point of contact for people interested in and/or attending activities provided by the service
- Help to coproduce and develop activities for people accessing the Barts Social Prescribing service
- Support in collecting participant feedback to understand experiences of activity engagement and identify areas for improvement
- Raise awareness of, and support people to access, services at the Centre and locally for practical and emotional support
- Support in the maintenance and development of the Bromley by Bow Social Prescribing service directory

# Coordinator – Barts Social Prescribing

## Job Description

### **Monitoring and reporting**

- Maintain accurate data ensuring participant data from Barts Health is entered onto the Bromley by Bow Centre CRM system and participant engagement tracked
- Manage and collate data for reporting processes
- Conduct follow-up conversations with participants as required in a timely and appropriate manner
- Maintain all information in line with confidentiality and data protection guidelines

### **Training and development**

- Attend regular one-to-one and appraisal meetings with the Community Health and Wellbeing Delivery Manager
- Attend joint Bromley by Bow Centre and Barts Social Prescribing team meetings as required
- Attend joint Bromley by Bow Centre and Bromley by Bow Health team meetings as part of an integrated team

### **General**

- Undertake additional tasks as reasonably deemed appropriate by the line manager
- Conduct yourself in line with the Bromley by Bow Centre's policies, procedures and standards

# Coordinator – Barts Social Prescribing

## Person Specification (part 1)

### Essential skills and experience

- Commitment to the vision and mission of the Bromley by Bow Centre
- Knowledge and understanding of the social determinants of health and their impact on integrated services in a community setting
- In-depth understanding of systemic inequalities and barriers faced by members of the community and a commitment to antiracist and inclusive practice
- Experience of coordinating projects
- Experience of setting up and coordinating activities within a community setting
- Experience of working with individuals and groups from diverse backgrounds
- Experience of a personalised approach to supporting people
- Excellent listening and interpersonal skills at all levels
- Ability to work on own initiative, prioritise, and organise own caseload
- Ability to make complex information accessible
- Excellent verbal and written communication skills including communicating with individuals whose first language is not English
- Good ICT skills with ability to use MS Office, Outlook, Dropbox, case management systems and databases
- Tact and diplomacy in handling sensitive and confidential information
- Flexibility and willingness to work in innovative and non-traditional ways

# Coordinator – Barts Social Prescribing

## **Person Specification** (part 1)

- Experience in working collaboratively with partners and stakeholders
- A calm and measured approach
- Ability to maintain professional boundaries

### **Desirable**

- Ability to speak a community language