



Salford CVS
Making a difference in Salford

Wellbeing Matters VCSE Community Connector (SRH)

Recruitment Pack



Wellbeing Matters VCSE Community Connector (Salford Royal Hospital)

Recruitment Pack

Closing Date: Monday 11th November 2024 at 12 noon

Interview Dates: Wednesday 4th December 2024

Reference: WMCC/Oct24

Welcome from our Chief Executive

Hi, thanks for considering a role at Salford CVS.

Salford CVS has a long and proud history of making a difference in Salford – we were established in 1919! Our last State of the VCSE Sector research in 2021 showed that there are over 1,600 VCSE groups and organisations in the city, supported by over 7,000 paid staff and almost 62,000 volunteers. With a backdrop of pandemic recovery and rising costs of living their services and support of them has never been more needed.

I've been in post since 2013 and during that time I have led the development and diversification of the organisation and what we do. Alongside prioritising delivery of all of the key services associated with a CVS and Volunteer Centre, we also lead/participate in a wide range of other activities and programmes, including Wellbeing Matters (Social Prescribing) and Answer Cancer (Cancer Screening Engagement), to name just two.

I'm telling you all this because I'm keen to employ someone for this role who cares as much about this city, our sector, the diversity of our work and the people who live and work here as we all do.

We have a vibrant and multi-skilled team of paid staff here at Salford CVS, ably supported by our Board of Trustees and other volunteers. Our values of Passion, Innovation, Quality, Cooperation, Diversity and Impact and associated commitments are central to everything we do. Our team of 40+ paid staff come from a variety of backgrounds and experiences; what unites us all are those values and our commitment to our mission of 'Making a Difference in Salford'.

Thank you for your interest – and I really do hope you will consider becoming a member of the Salford CVS team. Good luck!

Regards

Alison Page

Chief Executive, Salford CVS

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Introducing Salford CVS

Thank you for your interest in the role of **Wellbeing Matters VCSE Community Connector (Salford Royal Hospital)** here at Salford Community & Voluntary Services (Salford CVS). We want applicants to be able to understand who we are as an organisation and also to be able to demonstrate how their skills and experience meet the requirements of the advertised role. We have provided you with information and guidance to help you through the process, but should you have any difficulties please do not hesitate to contact recruitment@salfordcvs.co.uk

Who we are and what we do

Salford Council for Voluntary Services was established in 1973. However, our roots go back to 1919 when Manchester and Salford Council of Social Service (MSCSS) was established to address poverty and social need after World War 1. In 1973 MSCSS split into two entities, thus creating Salford CVS and Manchester CVS. 2019 saw us celebrating 100 years since our creation – a century of Making a Difference in Salford! Salford CVS was incorporated as a Company Limited by Guarantee in 1985 and registered as a Charity in 1988. For much of that time our offices have been based in Eccles, although our work covers the whole of the City of Salford. In 2008 the organisation was renamed Salford Community and Voluntary Services and this remains our legal name today, although inevitably we shorten this to Salford CVS.

Salford CVS is the city-wide infrastructure organisation for the voluntary, community and social enterprise (VCSE) sector; providing specialist information, advice, development support and opportunities for influence and collaboration. We provide support for organisations to establish and develop including training for their staff, volunteers and trustees.

Volunteer Centre Salford provides support for individuals who want to volunteer and assistance for organisations developing volunteer programmes.

Salford CVS operates within a wider framework in terms of our membership of NAVCA, NCVO, Social Enterprise UK and Charity Finance Group nationally and our membership of 10GM, GMCVO and GM Chamber of Commerce at city-region level.



Our Mission Statement - Making a Difference in Salford

Our Vision - A robust voluntary, community and social enterprise sector that meets the diverse needs and aspirations of the people of Salford

Our Values – Making a difference through:

| | |
|--------------------|--|
| PASSION | Passionate about the Voluntary, Community and Social Enterprise Sector |
| INNOVATION | Innovative in our approach |
| QUALITY | Quality at the heart of all our activities |
| COOPERATION | Stronger when we work cooperatively with others to achieve our vision |
| DIVERSITY | Celebrating diversity and promoting equality in Salford |
| IMPACT | Demonstrating impact and making a difference every time |

Salford CVS: Strategic Priorities

| THEME | WORK STRANDS | | |
|------------|-----------------------|---------------------------|---------------|
| INVESTMENT | Funding / Fundraising | Contracts / Commissioning | Trading |
| VOICE | Representation | Influencing | Campaigning |
| SHARE | Resources | Information | Collaboration |
| VOLUNTEER | Governance | Good Practice | Brokerage |
| COMMUNITY | Poverty | Inequality | Wellbeing |
| IMPACT | Compliance | Quality | Social Value |

Salford CVS has a proud history of making a difference in Salford. We are a well-respected partner in this city and have excellent relationships with both VCSE and public sector organisations.

We are financially stable with a clear business plan and a highly skilled and motivated staff team and board of trustees.

As a membership organisation, we work hard to address the needs and represent the interests of our hundreds of Voluntary, Community and Social Enterprise (VCSE) member organisations.

The Benefits of Working for Salford CVS

- 28 days' holiday - rising to 30 days (after five years), plus Bank Holidays (pro rata for part-time)
- Paid sick leave – subject to terms and conditions of service
- A compassionate approach to dependents leave and compassionate leave -to help deal with life's unforeseen circumstances
- Pension scheme - with 7% employer contribution (and 1% mandatory employee contribution)
- Cycle to Work Scheme
- Membership of the Hospital Saturday Fund via an employer subsidised scheme (optional and non-contractual)
- RHS family membership (optional and non-contractual)
- Development opportunities - we support and encourage our staff to progress in their careers (including formal training)
- A supportive working culture - we respect and support one another to do the best we can

We are an [accredited Living Wage Employer](#) (and Funder), ensuring not just our staff are paid the Real Living Wage but also that any projects we fund can do the same.



Information specific to the post

An exciting opportunity has arisen for a caring, enthusiastic and connected individual to join our team at Wellbeing Matters.

The role Community Connector post is to be an asset within Salford Royal Hospital providing education to staff and patients on pathways into community provision to support discharge from hospital.

If that sounds like you – then we want to hear from you!

If you would like to know more about the role, please contact Nicola Spiby- Roberts Programme Manager at Wellbeing Matters email recruitment@salfordcvs.co.uk contact number 0161787 7795.

Job Description

Job Title: Wellbeing Matters VCSE Community Connector (Salford Royal Hospital)

Hours: 37.5 hours per week Monday to Friday (excluding a 30minute break)

Grade: NJC Point 19 - £29,777 per annum

Contract: Initial 12-month fixed term contract with potential for extension, subject to funding

Responsible to: Wellbeing Matters Programme Manager

Place of work: Salford CVS Office/Salford Royal Hospital

Main purposes of the post

The Wellbeing Matters Community Connector will work with patients to ensure access to community support, activities and services that enable individuals to be discharged appropriately. The Wellbeing Matters Community Connector will work as part of the team planning and facilitating the discharge of individuals at Salford Royal Hospital.

Wellbeing Matters Community Connecting uses a strength, or assets based, social prescribing (person-centred) approach to address the needs of individual patients during the discharge planning and admission process.

Your responsibilities

The role of Wellbeing Matters Community Connector (Salford Royal) will involve -

- Developing positive working relationships with ward staff (including patient pathway/ flow facilitators and the therapy teams) within Salford Royal Hospital.
- Collaborating with ward staff to identify individual patients who would benefit from support within their community to facilitate persons' discharge from hospital. Providing ongoing support to prevent unnecessary re-admissions to the hospital through promoting self-care.
- Engaging with patients, their families or carers to promote the 'Days kept away from home' initiative and promoting independence during the patient's hospital stay and post discharge.
- Undertaking person centred/ strength-based conversations with individual patients, their families or carers as the discharge is being planned to:
 - a. understanding what social or physical support is required to ensure discharged with appropriate support
 - b. to connect discharged patients to community assets and provisions that support individual needs
 - c. Provide support for individuals to attend and access the support they choose; this can include attending initial sessions with the patient in community settings.
- Working with individuals to help them achieve their own wellbeing and recovery goals.
- Developing and maintaining effective working relationships with key relevant community-based service providers to ensure effective and smooth onward referrals e.g. local voluntary, community, social enterprise groups and organisations.
- Effective management of a client caseload.
- Actively contribute to the mapping of current activities and services that support people in their communities in Salford and GM, identifying gaps in provision and opportunities to address them.
- Advise the staff from Salford Royal Hospital on VCSE services which support appropriate discharge and raise awareness of community offers.

- Contribute to creating a culture of strengths-based working within Salford Royal Hospital, taking opportunities to promote conversations with staff to raise awareness of community solutions
- Facilitate the development of a VCSE network of organisations providing hospital services that support people pre and post discharge. For example: Gaddum, Carers Support Service, Home from Hospital Service (Age UK), Housing support officer, Macmillan Cancer Information and Support Centre, Cyril Flint etc.
- Working closely with Wellbeing Matters' team of community connectors (social prescribing link workers), development workers and Salford CVS team.
- Identifying what support partners require working with communities to develop and upskill their groups/organisations to develop leads to create new partnerships and deliver new opportunities for people to be connected.
- Any other related duties and responsibilities as may arise.

Specialist duties

More specifically, the Wellbeing Matters VCSE Community Connector will:

- Develop a shared understanding and definition of services and organisations across Salford and at Salford Royal Hospital
- Identify any significant gaps in existing provision and opportunities to grow and adapt activities across Salford
- Plan, attend and co-ordinate meetings and events

Project administration

- To deliver work against targets and timescale, ensuring measurable outcomes are achieved and long-term impact is demonstrated
- Support monitoring, reporting and evaluations of the programme by conducting monthly, and quarterly reports including contributing to annual reports. Collecting quality and quantitative data, i.e. case studies, focus groups and interviews to understand how or why the delivery approach impacts people and the local community.
- To attend and report to relevant project meetings as required

Generic responsibilities (all Salford CVS staff)

- Attend and actively participate in monthly staff team meetings
- Attend and contribute to regular line management sessions with your designated line manager
- Be responsible for the completion of work as set out in an agreed action plan, ensuring targets are met and delivered to timescale
- Manage your own time and workload effectively, whilst also working as part of a wider team
- Promote the mission, vision, values and strategic priorities of Salford CVS
- Fulfil all responsibilities in accordance with Salford CVS' policies and procedures, as set out in the Terms and Conditions of Employment and in related policy documents; and also actively implement and promote Salford CVS' Equal Opportunities Policy
- Ensure adherence to all relevant Health & Safety legislation, rules and procedures at all times
- Ensure all activities comply with relevant legislation and promote good practice in relation to safeguarding and data protection
- Undertake any other duties as appropriate to the nature and grading of the post – as required by the Chief Executive of Salford CVS

This job description is intended as an outline of the general areas of activity and responsibility for the post-holder and may be amended in light of the changing needs of Salford CVS.

Person Specification

| Skills, experience and abilities | | | |
|---|---|------------------------------|---------------------------|
| Criteria | | Essential / Desirable | Assessment method |
| Experience | | | |
| 1 | Experience working with individuals with multiple needs and who may be facing a range of barriers and/or social issues | E | Application; Interview |
| 2 | Experience working with individuals (1-2-1) to help them achieve their goals | E | Application; Interview |
| 3 | Experience of working with a range of agencies and organisations to develop an effective working relationship | E | Application; Interview |
| 4 | Experience working in a person-centred way with individuals through strengths/ assets-based conversations | E | Application; Interview |
| 5 | Experience of working in a hospital or clinical setting | E | Application; Interview |
| 6 | Experience of working in or with the VCSE sector, particularly in health and wellbeing settings | D | Application; Interview |
| Skills | | | |
| 7 | The ability to communicate with individuals from a range of backgrounds in a sensitive and supportive way, including excellent listening and negotiation skills | E | Application; Interview |
| 8 | Ability to assist individuals to help them define and achieve their goals and aspirations | E | Application; Interview |
| 9 | Ability to manage a varied and complex workload effectively, prepare concise reports and briefings for a variety of audiences | E | Application; Interview |
| 10 | Ability to work across a range of different subject areas such as housing, mental health, education and debt management | E | Application; Interview |
| 11 | Ability to work in a flexible way, travelling between Salford Royal Hospital, Salford CVS and other sites across Salford as needed. | E | Application; Presentation |
| 12 | IT literate with the ability to use a client database, or the ability to learn how to use a database, and MS office applications (Word, Excel, PowerPoint) | E | Application |
| 13 | Excellent analytical and problem-solving skills and an ability to think creatively | | |

| | | | |
|------------------|---|---|---|
| 14 | Ability to make decisions whilst prioritising ever-changing workloads and balancing conflicting priorities, often to tight deadlines | E | Application; Interview |
| 15 | Ability to be self-motivated and receptive to new ideas and ways of working alongside building relationships, motivating and influencing others | E | Application; Interview |
| Knowledge | | | |
| 16 | A sound working knowledge of person centred and community approaches and/or social prescribing | E | Application Interview; Presentation |
| 17 | Knowledge of the city of Salford and understanding the needs of our communities. | D | Application; Interview |
| 18 | Knowledge and understanding of the difficulties faced by people who experience multiple needs. | D | Application; Interview |
| Education | | | |
| 19 | Ability to learn at level 6, or evidence of substantial professional expertise in a similar role | E | Application |
| 20 | Commitment to completing the NHS England and NHS Improvement online learning programme www.e-lfh.org.uk/programmes/social-prescribing/ | E | Interview |
| 21 | Commitment to undertaking training in the NDTI Community Led Support 'Good Conversations' training | E | Interview |

All Staff

| | | | |
|--|--|-----------|----------------------|
| | Able to work flexibly – including unsocial hours on occasion (early mornings, evenings and weekends) | Essential | Application (Y/N) |
| | Willingness to continue personal and professional development and to undertake relevant training, as identified with your line manager | Essential | Application (Y/N) |
| | Commitment to adhering to all of Salford CVS' policies and procedures at all times, including Health & Safety and Equal Opportunities. | Essential | Application (Y/N) |
| | Willingness to undertake any other duties as appropriate to the nature and grading of the post. | Essential | Application (Y/N) |

How to apply and selection process

Salford CVS aims to ensure that comparison between applicants for posts is thorough, fair and in line with our equal opportunities policy. It is therefore essential that you complete the application form fully as it will be used to assess whether or not you are shortlisted for interview.

All applicants are advised to read fully the job description and person specification for the post before completing the application form.

The application form is separated into three parts. Part A and Part C will be separated from the application before distribution to the recruitment panel. Your application will then be assessed against the responses you provide in Part B. Please ensure you match your responses in Part B to the requirements of the person specification that are indicated for assessment in the application form (points 1 – 11) and ensure you number your answers accordingly.

Salford CVS champions technical, practical and vocational education, which we believe should be valued equally with academic forms of learning. Consequently, we have signed up to Children England's Open to All recruitment campaign. We therefore do not ask for academic or professional qualifications unless we really do believe that they are essential to the specific role.



<https://www.childrenengland.org.uk/open-to-all>

Please do not send us a separate CV or any additional information that we have not asked for. We will only consider candidates who have completed the application form. If there is insufficient space in one or more of the boxes, you may attach supplementary sheets provided they are headed with your name and the position you are applying for.

Please use black ink or print when completing the application form. If completing electronically, please use Arial font 12.

Eligibility to Work in the UK

Salford CVS complies fully with the guidance issued by UK and Visa Immigration to ensure the prevention of illegal working in the UK. All job applicants are required to demonstrate their entitlement to work in the UK by providing one or more of the documents specified by UKVI before taking up post. The organisation does not sponsor job applicants from outside the European Economic Area. However, it may offer employment for those who hold either a Tier 4 or Tier 5 visa subject to any applicable restrictions. Those whom we employ who have been granted visas are kept under review to ensure they remain entitled to hold employment in the UK.

Deadline for receipt of applications

This vacancy closes on Monday 18th November 2024 at 12 noon

Please note late applications will not be accepted. Your completed application form and equal opportunities form should be returned by one of the following methods:
Email: Please email recruitment@salfordcvs.co.uk

There is no need to post an additional copy. If successful at shortlisting stage you will be asked to sign your application form at interview.

Post: Recruitment, Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, Salford, M30 0FN.

Acknowledgement of receipt

Email applications will be acknowledged when we receive them.

Should you wish to receive an acknowledgement for a postal application, please include a stamped, self-addressed envelope with your completed application form and we will return this to you.

Interviews will be held in person on: **Wednesday 4th December 2024** at Salford CVS offices in Eccles.

