

Recruitment Pack

About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

Why Work for Us

- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

Job Description

Post: Urgent Treatment Centre Community Wellbeing Co-ordinator
Responsible to: Community Connect Manager
Salary: £32,770 pro rata, including OLW + 6% pension contribution
Hours: 28 hours across 5 days (agreed shift patterns)
Contract: 3 years
Probationary period: 5 months

Purpose of Job

A new and exciting opportunity has arisen to join BVSC's established social prescribing service in a unique role based within the NHS Urgent Treatment Centre (UTC) at Queen Mary's Hospital, Sidcup.

As part of this new model, you will work closely with UTC staff to provide brief, one-off social prescribing conversations with walk-in residents, helping to ease pressure on frontline services and ensure people are quickly linked to the most appropriate support. While being part of the wider social prescribing team, this role is uniquely based within the UTC environment, offering an opportunity to strengthen partnerships, improve patient flow, and enhance outcomes for residents across Bexley.

Following an initial assessment, individuals may be signposted or referred to relevant community services, including support for food insecurity, debt, isolation, and other wider wellbeing needs. The Community Wellbeing Co-ordinator will also support patients with practical next steps, such as registering with a GP practice and accessing broader health and wellbeing services.

Aims of the project

This innovative project supports appropriate use of urgent and emergency care while improving outcomes through social prescribing and stronger community links. It delivers coordinated, person-centred support for both medical and social needs, working with children (10+), young people, and adults using a families-first approach to provide timely, tailored care.

The post-holder will be responsible for:

- **Helping:** Guide patients to the most appropriate care, supporting better use of urgent and emergency services
- **Contribute:** Towards forward-thinking approach by bringing holistic, person-centred support into urgent care settings
- **Inspire:** Empower patients by connecting them with valuable community resources through tailored signposting and supportive referrals
- **Impact:** Make a meaningful difference by addressing the wider social factors that impact people's health and wellbeing

Summary of main duties

Act as the main point of contact for the individual and family

Build trusted, supportive relationships with patients and their families, acting as a consistent point of contact to guide them through their care journey and ensure their needs are understood and met in a person-centred way.

Review/triage referrals and walk-ins with redirection options

Assess incoming referrals and walk-ins to identify the most appropriate support, helping to redirect individuals with low-acuity needs towards primary care or community services where appropriate.

Carry out comprehensive holistic assessments (where appropriate)

Undertake thorough, person-centred assessments that consider not only physical and mental health, but also wider social factors such as housing, financial challenges, and access to resources.

Support the development and maintenance of personalised care plans

Work collaboratively with individuals to co-produce tailored care plans that reflect their priorities, promoting independence and improved health and wellbeing outcomes.

Case management – coordinating input across health, social care, and voluntary sector

Coordinate care across multiple services, ensuring seamless collaboration between health, social care, and voluntary organisations to provide joined-up, holistic support.

Progress actions identified through INT huddle/holistic assessment

Take forward agreed actions from multidisciplinary discussions, proactively monitoring referrals, managing waiting times, and arranging interim support to ensure continuity of care.

Act as a champion of Health & Wellbeing, and the voluntary sector

Advocate for the value of social prescribing and community-based support, raising awareness locally, regionally, and nationally to improve access and engagement.

Undertake any other duties as required

Remain flexible and responsive to the evolving needs of the service, undertaking additional responsibilities in discussion with your line manager.

Adhere to organisational policies and procedures

Uphold and actively promote policies including Equality and Diversity, Health & Safety, and Safeguarding, ensuring safe, inclusive, and high-quality practice.

Identify, report, and monitor safeguarding risks and concerns

Maintain a strong awareness of safeguarding, promptly identifying and responding to risks to ensure the safety and wellbeing of all individuals you support.

Person Specification

Essential Criteria

1. Experience of working in a health, social care, community, or voluntary sector setting
2. Strong ability to carry out holistic, person-centred assessments considering medical, psychological, and social needs
3. Experience of case management and coordinating support across multiple services
4. Knowledge and understanding of social determinants of health (e.g. housing, debt, isolation) and their impact on wellbeing
5. Ability to triage and signpost individuals to appropriate services, including community-based support
6. Excellent communication and interpersonal skills, with the ability to build trust with individuals and families
7. Experience of working with diverse populations, including children (10+), young people, and adults
8. Understanding of safeguarding principles and ability to identify and respond to concerns
9. Ability to work independently and as part of a multidisciplinary team
10. Strong organisational skills, with the ability to manage a caseload and prioritise effectively
11. Commitment to equality, diversity, and inclusion

Desirable Criteria

12. Experience or knowledge of social prescribing or link worker roles
13. Familiarity with urgent and emergency care (UEC) settings or pathways
14. Knowledge of local community services and voluntary sector organisations
15. Experience of working within a families-first or whole-family approach
16. Understanding of integrated care systems and multidisciplinary (INT) working
17. Experience supporting individuals with low-acuity mental health or social needs
18. Ability to support behaviour change and self-management
19. Experience of advocacy or community engagement work

Additional Information

Please submit your covering letter addressing each of the person specification points above, your CV and monitoring form by **11:59pm, 14th June 2026** to:
humanresources@bvsc.co.uk.

Interviews are likely to be held Thursday 25th June 2026.

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.