February 2022

Dear applicant

Thank you for contacting us for information about the Senior Link Worker (Integrated Plus Social Prescribing Service) vacancy. You will find the following documents included in this pack:

- Background information about Dudley CVS
- About our application process
- Background information about the post you have enquired about
- A job profile and person specification for the post you have enquired about
- An application form
- An equal opportunities monitoring form

If you require an alternative format, please contact Dudley CVS via the details below.

The closing date for applications is 12noon on Thursday 24th February 2022. Application forms and the equal opportunities monitoring form should be emailed to **info@dudleycvs.org.uk** or posted to:

Dudley CVS
7 Albion Street
Brierley Hill
DY5 3EE

As we are a charity with limited resources, we are sorry that we will not be able to respond to applicants who are not shortlisted for interview. If you have not heard from us by the **3rd March** please assume that you have not been shortlisted. Interviews are currently planned for **Wednesday 9th March 2022.**

If you have any questions about the process, please contact me on the number and email below. If you would like to have an informal discussion about the post, please contact Keeley Jones, Integrated Plus Project Manager, using the contact details provided in this letter.

Yours sincerely

Dale Pickin
Administrator

Background information

Dudley CVS's vision is:

"Caring, vibrant and strong communities where everyone can fulfil their potential"

And Dudley CVS's mission is:

"Connecting and inspiring people and organisations to achieve positive change while championing their value to partners and the wider community."

To achieve these, Dudley CVS:

- Helps individuals that access health and social care services. This includes listening to people's experiences of services and working with service-designers to improve them, connecting individuals to decision-makers and helping them get their voices heard and supporting them to access services that improve their health and wellbeing.
- Supports people and communities that want to make a positive impact. This includes helping people to come together to plan projects and activities that benefit local communities, connecting people and communities to service-designers and encouraging collaboration and signposting to volunteering opportunities.
- Providing tailored support to people that set up and manage voluntary and community organisations, charities and social enterprises. This includes training people to organise and lead their group, supporting with paperwork, planning and financial management. Dudley CVS also supports organisations with involving volunteers, measuring and demonstrating impact and connects them to potential partners and funding opportunities.

Dudley CVS also acts as a trading company. Its assets are dy1 and Brierley Hill Civic Hall.

In addition, we are a key player in the borough in terms of strategic and partnership work to ensure that the role of the voluntary and community sector is maximised.

The voluntary and community sector is very diverse, spanning small, solely volunteer-led community groups to large charities that employ staff and growing social enterprises that trade to achieve their social aims. Many of these organisations are managed by an elected committee of volunteers. They can receive funding for their work from sources including the council, regeneration schemes, Europe or other charitable funders such as the Big Lottery Fund. Other groups will have no or only small amounts of funding and rely entirely on volunteers to carry out their work. Dudley CVS receives its 'core' funding from Dudley Council and we also receive funding from various other sources, including contract management fees via Dudley CVS.

Working at Dudley CVS

Dudley CVS is a friendly, versatile and creative charity. We help people and organisations that want to make a positive difference in communities across Dudley borough.

We have a team crammed full of enthusiastic people with a dazzling diversity of skills and knowledge. Our staff team is 40 people and growing. We work in an ever-changing environment which means every team member needs to be prepared to respond to both internal and external opportunities, sometimes in a short timescale.

We have an informal working environment and the spaces team members choose to work from are friendly and welcoming - from our main office in Brierley Hill to the premises at Brierley Hill Civic Hall and DY1 in Dudley. Staff working for Dudley CVS have many opportunities to develop their skills and experience and to prioritise and manage their own workload on a day to day basis.

We are governed by a board of directors who give their time voluntarily. The directors are elected from and by our members, which are voluntary and community organisations operating in Dudley borough.

Dudley CVS is a company limited by guarantee and a registered charity. Dudley CVS also acts as a trading company. Its assets are DY1 and Brierley Hill Civic Hall.

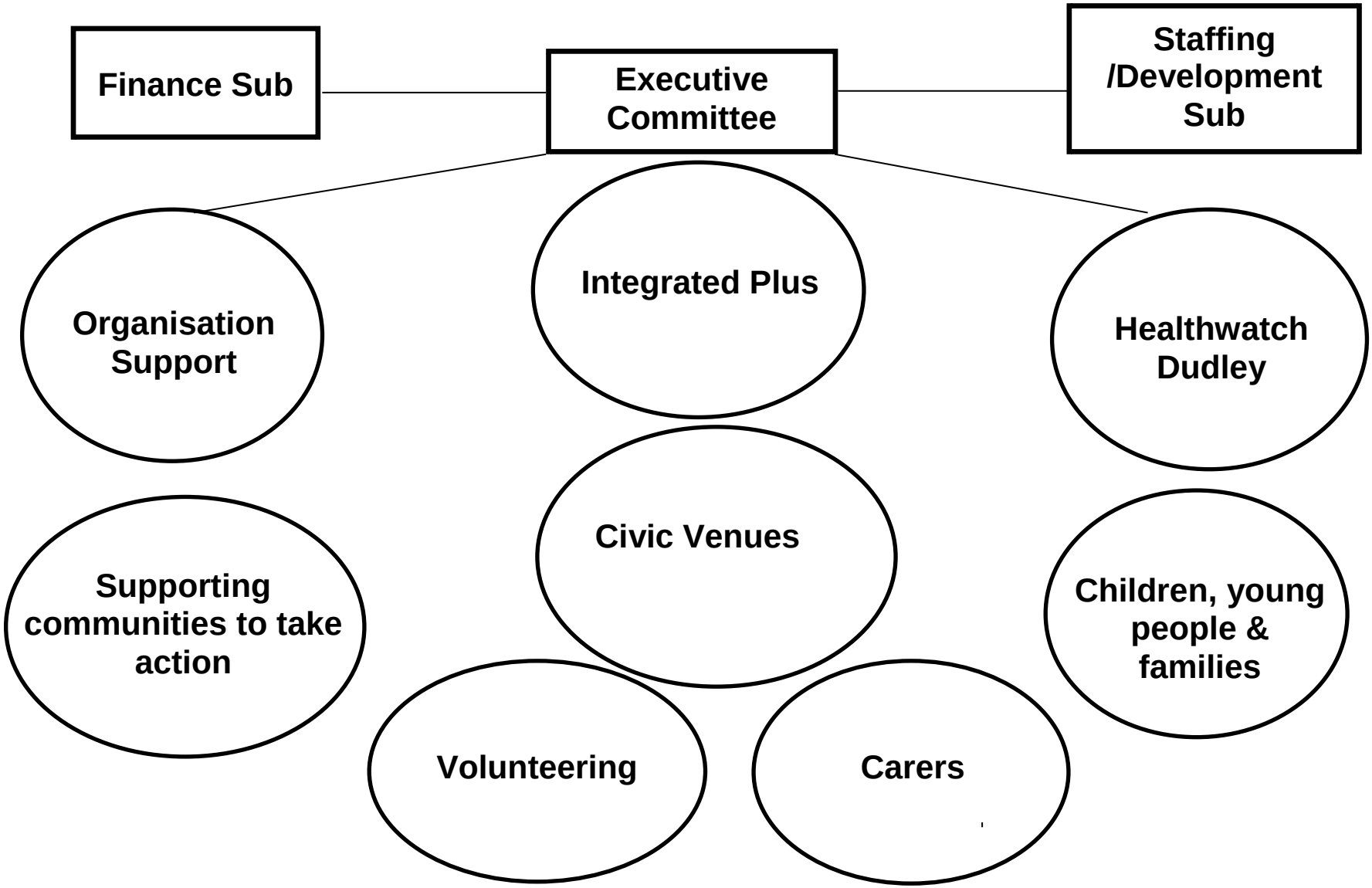
We have been firmly rooted in Dudley borough for over 40 years and we have a palpable passion for Dudley borough’s amazing people and places.

Join us to help the whole team with the increasingly crucial role of supporting people to do more for themselves at the same time as creating positive outcomes within our communities.

During recruitment processes, we look for people who have a 'can-do' attitude and are able to find ways and means to undertake work when solutions may not always be initially obvious, and people who relish a busy working atmosphere.

To see more of what we do visit www.dudleycvs.org.uk

Dudley CVS
Organisation Structure



GUIDELINES ON COMPLETING YOUR APPLICATION

It is very important that you read this information before completing the form.

How we decide who to invite for interview

Dudley CVS uses a scoring system in order to select those applicants who will be invited for interview. We give marks according to how well your application meets each point in our **Person Specification**. The candidates with the highest total scores are then invited for interview.

You will find a Job Description and a Person Specification enclosed in your pack. The job description tells you about the tasks you will be asked to do if you're successful; the Person Specification describes the person we are looking for to fill the post. Your application should, therefore, be based on the Person Specification.

How you can give yourself the best chance of being successful

Whilst we do need, and take note of, all the information you give us, the most important part of the form is:

SECTION 6. EXPERIENCE
This is your opportunity to tell us clearly how your experience and abilities relate to each of the requirements in the Person Specification. Although reference to the Job Description is always good, **it is the details of the Person Specification that you will be scored against**.

It would be helpful if you write your information in the same order as the requirements are set out in that document.

It is also useful if you provide some evidence about how well you did a task. Below is an example of a good response.

From the Person Specification: "Experience in the use of word processing and spreadsheet packages."

Response: "I have used word processing extensively to produce letters, reports tables and minutes. I am good at spelling and punctuation and always take care to proof read and to make sure that the document is well laid out. I have used spreadsheets in my voluntary capacity as book-keeper for a small group. I have set up a system to calculate cash in hand at the end of each month and to compare expenditure against budget, which has been easily followed by the Management Committee.

Other sections on the Application Form and how to fill them out.

1. PERSONAL DETAILS
Dudley CVS is an equal opportunities employer and welcomes applications from people with disability. **All applicants will be judged on their experience and job-related abilities only.**

If you would need any special arrangements in order to attend for interview, please either include this on the form or attach a separate sheet if necessary.

2. EDUCATION/TRAINING/QUALIFICATIONS

Please detail the information that is relevant to your application. It is not necessary to list the schools / colleges you attended. Please note that, should you be offered the post, you will be asked to supply evidence of your qualifications (original certificates for example).

3. RELEVENT NON-QUALIFICATION LEARNING

We are interested in any learning you have taken part in **which is relevant to the post**. This could be short courses, company in-house training, voluntary work, computer based training or one-to-one mentoring.

4. PRESENT/LAST EMPLOYMENT

Use this section to describe to us your current or most recent duties and responsibilities, emphasising those **which relate to this application and your level of responsibility.**

5. PAST EMPLOYMENT (MOST RECENT FIRST)

We are interested in your relevant duties but also in the breadth and variety of experience that you have had. If you feel it is relevant, please give us some detail of your different responsibilities. You can use an extra sheet if necessary.

Unless there is something you particularly want to tell us about, there is no need to include information for more than the past 15 years.

6. REFERENCES

Please check with your referees that they will be available to supply a reference, if required, immediately after the interview date. If one of your referees is on holiday or otherwise unavailable for a time, please attach to the form the times when your referee will be available or find an alternative person.

7. CRIMINAL CONVICTIONS

Certain posts within Dudley CVS involve working with vulnerable adults andchildren. If you are applying for such a post, the law requires that we requested a Disclosure and Barring Service check on you.

Unspent criminal convictions will only be taken into consideration if they are directly relevant to the post. Failure to disclose unspent convictions could result in disciplinary procedure should you be appointed.

8. DECLARATION

Please note that emailed applications will be accepted and should you be shortlisted for interview you will be asked to sign the form.

9. CLOSING DATE

Please make sure that you post the form in good time. **Dudley CVS cannot accept late arrivals.**

10. RECRUITMENT MONITORING FORM

Dudley CVS is an equal opportunity employer. To help us monitor our policy, we would be grateful if you would complete the details on the form.

The form will be separated from the application before the selection process begins.

11. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely and will be used solely for the purposes of selection for the post advertised. Other than for the

successful applicant, no personal data from the application form will be retained beyond four months from the date of interview. Equal opportunities monitoring information will be retained for twelve months.

12. CVs

Please **do not** include a CV. If you do, it will not be considered. All information must be on the application form or continuation sheets.

13. ELIGIBILITY TO WORK IN THE UK

English law requires that all employers check that everyone they employ is legally eligible to work in the UK. As an equal opportunities employer, Dudley CVS will therefore require all successful candidates to provide this proof prior to starting work. The Home Office has provided a detailed list of what documents provide the proof. If you would like to discuss this further please do contact us.

DUDLEY COUNCIL FOR VOLUNTARY SERVICE

Background information on the Integrated Plus Social Prescribing Service

Dudley CVS has been delivering the Integrated Plus Social Prescribing Service for the past 7 years. From April 2021 the service will be funded by Dudley Integrated Health and Care NHS Trust. The service provides social prescribing interventions for residents of Dudley borough aged 16 and over. People are referred to the service by their GP or other health professionals via the Integrated Care Team meetings. The service is aimed at people who are at high risk of hospital admission, those who frequently visit their GP and any vulnerable person who is in need of non-clinical social support.

Since April 2018, Dudley CVS has also been delivering a High Intensity User Social Prescribing service. This was originally match-funded by the Department of Health and Dudley Clinical Commissioning Group. From April 2021 the service will be funded by Dudley Integrated Health and Care NHS Trust. This service targets the most frequent attenders of emergency care services such as A&E and the West Midlands Ambulance Service.

For more information about Integrated Plus and the High Intensity User Service visit: www.dudleycvs.org.uk/about/who-we-are/integrated-plus/

DUDLEY COUNCIL FOR VOLUNTARY SERVICE

JOB DESCRIPTION

Job title:	Senior Link Worker (Integrated Plus Social Prescribing Service)
Duration of post:	Contract ending 31st March 2023 (cover for maternity leave)
Responsible to:	Integrated Plus Project Manager
Salary:	£32,910
Hours of work:	37 hours per week. Some evening and weekend work will be required for which time off in lieu will be granted
Annual leave:	25 days plus bank holidays
Location:	Halesowen Primary Care Network (office based in Brierley Hill)
Requirements:	A full driving license with access to own transport is required. Travel expenses will be paid at equivalent NJC casual user rates, monthly in arrears. DBS checks will be required for this post as at times you will be required to work with vulnerable people.

Summary of the job

As a Senior Link Worker, you will ensure that the voluntary and community sector is involved in and central to integrated care in Dudley borough. You will raise awareness about what the voluntary and community sector offers and can offer in the delivery of locality community-based services and activities. You will ensure that the voluntary and community sector is viewed as a credible, valued and equal partner in integrated care.

You will be act as the strategic lead for Integrated Plus in your locality and will be the main point of contact for GPs, health clinicians and patients in that geographical area.

The role will involve working with GPs and other health practitioners through the Integrated Care Team meetings to identify patients who may be in need or who could benefit from non-medical interventions. You will then provide support to patients, generally in their own homes, to help direct and connect them to alternative sources of non-medical support services. This will not, however, involve providing ongoing, long-term support to patients but will be about ensuring patients are accessing services and activities appropriate to their needs and enabling patients to become more active and involved in their communities. Dependent on the needs of each patient, an average amount of time spent supporting them will be about 1-3 months.

The role will also involve working as part of the Integrated Care Teams to help embed an integrated way of working and shape its success. When discussing patients at Integrated Care Team meetings you will provide information and ideas to team members about potential solutions to ensure effective personalised patient care.

From carrying out the role you will identify local service needs/gaps, report these to the Integrated Plus manager and contribute when required to brokering solutions with health and social care practitioners, local commissioners and patients.

Main tasks

The role of the Senior Link Worker will be to:

General

- Act as a Strategic lead/Manager for Integrated Plus in your locality.
- Work as part of the Integrated Care Teams in your Primary Care Network.
- Attend all Integrated Care Team meetings in your Primary Care Network.
- Work as part of the Integrated Care Teams to embed the integrated way of working.
- Build and maintain positive relationships with a range of health professionals and voluntary and community sector providers.
- Carry out the role of a broker, sign poster, community connector and navigator, acting as an enabler between the voluntary and community sector, patients, GPs and health clinicians.
- Identify what is working well in your Primary Care Network area in terms of service provision, community activities and how it could be replicated.
- Actively work to develop an understanding of the assets present in your Primary Care Network area i.e. skills, knowledge, activities and services.
- Identify where more activities and services are needed.
- Help promote the credibility, diversity and value of the voluntary and community sector to GPs, health clinicians and the wider Integrated Care Teams.
- When required by the manager, help represent Integrated Plus at National, Regional and Local meetings, events and conferences. At times this may involve delivering presentations, taking part in media coverage, discussions, focus groups etc.
- Adhere to all Dudley CVS, Integrated Plus policies and procedures e.g. lone working, patient consent, data protection etc.

Work with patients

- Carry out the role of a broker, sign poster, community connector and navigator, acting as an enabler between the voluntary and community sector, patients, GPs and health clinicians.
- Provide support to patients, generally in their own homes, to help direct and connect them to alternative sources of non-medical support services and activities.
- During first client visits undertake an assessment to gather baseline data and to identify the support needs and actions from the Integrated Plus service.
- Ensure support actions agreed with the patient are carried out. Support areas could include: making referrals into a range of services provided by the voluntary, statutory or private sector, help with form filling eg non-means tested /non-contribution based benefits such as PIP, AA, housing forms etc, distributing food bank vouchers, identifying suitable volunteering opportunities, connecting people into peer to peer led activities, taking patients to services up to 3 times if their confidence is low etc.
- Once support has been provided ensure a final assessment and review is carried out.
- Ensure all patient records and actions are entered onto our PSIAMS CRM system.
- Ensure all patient records comply with the new GDPR data protection regulations.

Working with a range of health and social care professionals

- Work as part of all Integrated Care Teams in your locality and attend Integrated Care Team meetings to discuss patients and identify suitable and appropriate collaborative solutions.
- Receive patient referrals via GPs, Integrated Care Teams and other health clinicians who work as part of the Integrated Care Teams.
- Raise awareness of voluntary and community sector activities and services on offer in each locality to showcase the diverse range of services available to health and social care practitioners.
- Raise awareness of Integrated Plus with GPs, other health practitioners and the voluntary and community sector.

- With health professionals and a range of providers identify service needs, broker solutions and when required enable individuals to be supported to kick start new activities through Dudley CVS.

Actively contribute to the work of Integrated Plus

- When required, support the Integrated Plus manager in gathering any data required for working out cost savings to the wider health and social care sector as a result of Integrated Plus interventions.
- When required, support the Integrated Plus Manager in developing new schemes or project developments connected with the New Care Model or Integrated Plus.
- Share progress, learning and challenges within and across localities.
- Share ideas about how Integrated Plus could develop and evolve.
- Support other Senior Link Workers in the borough and at times work across different localities.
- Conduct any other duties as required by Integrated Plus service such as support volunteers, provide peer support to other link workers, line manage staff etc.

Other

- Conduct any other duties as required by Dudley CVS

Person specification

	Essential	Desirable
Education & qualifications	• NVQ Level 3, Advanced level or equivalent qualifications.	• NVQ Level 5, Advanced level or equivalent qualifications. • Qualification in Leadership & Management.
Experience & knowledge	• Experience of working in the voluntary and community sector. • Proven experience of working with vulnerable people in a community setting. • Experience of working across multi-agency settings and building relationships across a variety of teams. • Experience of working in teams. • Knowledge and understanding of equality and diversity. • Knowledge of the Health and Social Care environment and an understanding of its key drivers. • Knowledge of social prescribing. • Knowledge of community development approaches and values.	• Training in motivational coaching and interviewing or equivalent experience. • Knowledge of the personalised care approach. • Knowledge of VCSE and community services in the locality. • Experience of line managing staff and supporting volunteers.

Personal Attributes & abilities	• Compassionate – You have the ability to work sensitively in difficult emotional circumstances with empathy, compassion, respect and understanding. • Ability to listen, empathise with people and provide person centred support in a non-judgemental way. • Able to support people in a way that inspires trust and confidence, motivating others to reach their potential. • Able to provide leadership and to finish work tasks. • Demonstrate personal accountability, emotional resilience and works well under pressure. • Ability to work flexibly and enthusiastically within a team or on own initiative. • A great connector – You are enthusiastic, passionate and love meeting new people. You are able to build relationships with people and you value reciprocity. You are able to connect people with each other, encouraging new collaboration. • An effective and clear communicator. • Team player – demonstrate a commitment to team working. • Well - organised – You are a well-organised person, able to plan, prioritise and carry out your work in a flexible way. You are able to work to tight deadlines. • Reliable and hard-working – You are hardworking and reliable and you are able to take direction well.	
Skills	• Good administrational skills – You have strong administrational skills.	• Knowledge and experience of using social media platforms

	• Excellent interpersonal skills and ability to initiate and develop relationships with staff and stakeholders. • High level of written and oral communication skills. • Digitally literate – You have excellent IT skills. You are familiar with CRM systems. You know how to use Office or similar software. You can effectively manage communication by email. You are comfortable with using or learning to use collaborative online tools and sharing such as Google Drive and Dropbox. You might already use social media, or be willing to learn how to use platforms like Facebook and Twitter for this job. • You are willing to use a variety of different platforms for remote meetings such as Zoom and Microsoft Teams.	such as Facebook and Twitter
Specific requirements	• Ability to travel as required. • Ability to be flexible with working arrangements.	• Knowledge of the local area.

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Dudley CVS
DUDLEY COUNCIL FOR VOLUNTARY SERVICE