



August 2023

Dear applicant

Thank you for contacting us for information about the Senior Link Worker 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 Wednesday 30<sup>th</sup> August 2023.** Application forms and the equal opportunities monitoring form should be emailed to [info@dudleycvs.org.uk](mailto: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 4<sup>th</sup> September, please assume that you have not been shortlisted. Interviews are currently planned for Wednesday 6<sup>th</sup> and Thursday 7<sup>th</sup> September 2023.

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 Andy Gray, Chief Executive, using the contact details provided in this letter.

Yours sincerely

**Dale Pickin  
Administrator**



## Background information

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### **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 and working alongside people and organisations to achieve resilience and 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 National Lottery Community 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 and via income generation.

## **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. 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 we 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 nearly 50 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.

## Our culture statement

Dudley CVS nurtures people. We work together to create a culture which places trust, integrity, humility and caring at the heart of what we do. We are passionate about supporting people and the communities they are part of to make a difference and fulfil their potential.

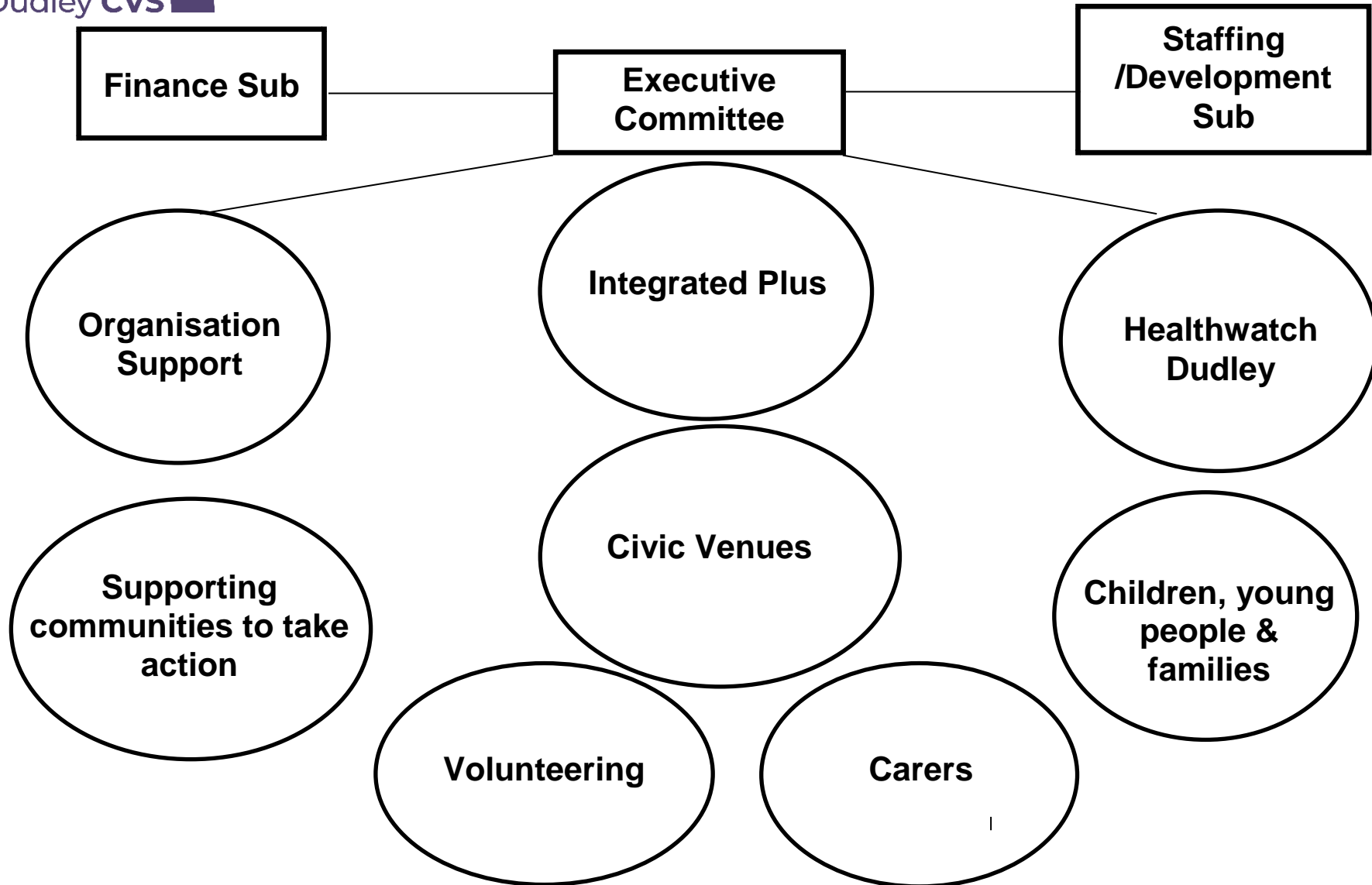
## Our values:

<b>Collaborative</b>	<b>Open</b>
We foster a positive work environment. Teamwork is encouraged across the whole organisation. We believe in a culture rooted in collaboration, sharing and embracing learning together.	We are open and honest. We are brave to speak out and share our views and opinions even when Dudley CVS is required to make difficult decisions in the best interests of the charity.
<i>As opposed to working in isolation, being overly protective of our work, being fearful of sharing and learning together.</i>	<i>As opposed to having hidden conversations that foster negativity.</i>
<b>Respectful</b>	<b>Responsive</b>
We nurture positive and respectful relationships in which we help each other and the people we are here to serve to feel safe, valued and genuinely heard.	We actively respond to the needs and aspirations of staff, volunteers, the organisations and people we serve. We help others who want to make a positive difference in communities across Dudley borough.
<i>Rather than being discourteous, having negative preconceptions about people's work, being ungenerous with, to and about our fellow colleagues. Making people feel isolated and outsiders.</i>	<i>Rather than not having time for others, having preconceptions of people and forgetting what we are here for.</i>
<b>Supportive</b>	<b>Welcoming</b>
We want each other to succeed. We care about each other's wellbeing. We recognise and appreciate each other for our skills and talents.	We are friendly, welcoming and supportive to everyone regardless of role or position.
<i>As opposed to being unhelpful and not being curious about people's skills and strengths.</i>	<i>As opposed to allowing cliques to develop and being selective in our behavior towards people.</i>

To see more of what we do visit [www.dudleycvs.org.uk](http://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 proofread and to make sure that the document is well laid out. I have used spreadsheets in my voluntary capacity as bookkeeper 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. RELEVANT 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 and children. 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 CVS

## Job Description



- Job title:** Senior Link Worker (Integrated Plus Social Prescribing Service) Sedgley, Coseley and Gornal locality
- Responsible to:** Integrated Pus Social Prescribing Manager
- Hours of work:** 37 hours per week  
To be worked weekdays and some evenings and occasional weekends.  
Dudley CVS does not pay overtime, but gives time off in lieu.
- Salary range:** £33,820 aligned to NJC
- Pension:** Employer contribution 6% after probationary period of 6 months,  
minimum employee contribution 4%
- Location:** You will be based in offices in Brierley Hill and will be  
happy to work from a range of settings using mobile devices.
- Travel expenses:** Paid at equivalent NJC casual user rates, monthly in arrears.
- Holidays:** 25 days per year (plus Bank holidays)
- A DBS Check will be required
- Full driving license with access to own transport required.

## **Main purpose of job**

- Act as the social prescribing lead for Integrated Plus in your locality and be the main point of contact for GPs, health clinicians and patients in that geographical area.
- Work 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.
- 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.
- Raise awareness of the voluntary and community sector at the Integrated Care Team meetings and how local community services can benefit people in addition to clinical interventions.
- 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.

## **Tasks / Key responsibilities**

The role of the Senior Link Worker will be to:

### **General**

- Act as the social prescribing lead for Integrated Plus in your locality.
- Attend all Integrated Care Team meetings in your Primary Care Network.
- 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.
- 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 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.

### **Standard Terms Common to all job descriptions**

- A willingness to work outside the office environment, occasionally unsocial hours including weekends and evenings and travel within Dudley borough and occasionally further
- To comply with all Dudley CVS policies and conditions of service as laid out in the staff handbook
- In discharging duties of the post to have due regard to the provisions of health and safety at work legislation
- To undertake additional responsibilities appropriate to the grade and responsibilities of the role

## **Person specification**

The person specification is a picture of qualifications, knowledge, experience and qualities Dudley CVS is seeking. It will be used in the shortlisting and interview process for this role.

Please show us how you meet the following criteria and tell us why this role is perfect for you.

### **Essential principles, skills and experience**

1. Experience of supporting vulnerable adults in a person-centered way
2. Experience of working in the voluntary and community sector
3. You have the ability to work sensitively in difficult emotional circumstances with empathy, compassion, respect and understanding.
4. Knowledge of asset/strength-based recovery models and approaches.
5. Experience of case load management.
6. You will be able to cooperate with a range of health professionals, voluntary sector providers and people around the range of possibilities that might be available in enabling service provision to be more holistic to improve mental health and wellbeing of vulnerable people.
7. You are a person who is willing to 'go the extra mile' for a person to ensure they get the right care and support. You are passionate about making a difference to people's lives.
8. You possess a strong and practical understanding of safeguarding policy and practice and are up to date with current legislation.
9. Excellent communication and interpersonal skills.
10. Experience of working in teams
11. Experience of collaborative working
12. Knowledge and understanding of equality and diversity
13. Knowledge and understanding of GDPR
14. You can plan, prioritise and carry out your work in a flexible way. You are accustomed to working on your own and in teams.
15. You know how to use a range of software to produce written documents, spreadsheets, presentations. You can effectively manage communication by email, and you are comfortable using collaborative online tools (for example what's app, twitter, facebook, using text editors such as Word/Pages and other message apps.

### **Desirable**

1. Experience of providing social prescribing interventions
2. Knowledge of health and social care
3. Local knowledge of the voluntary and community sector
4. Ability to use Microsoft 365

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01384 573381  
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