August 2026

Dear applicant

Thank you for contacting us for information about the High Intensity User 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 12noon, Thursday 17th September 2026. 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 **Friday 25th September 2026,** please assume that you have not been shortlisted. Interviews are currently planned for **Tuesday 6th October 2026.**

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 Jack Rubery, Social Prescribing 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 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, 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.

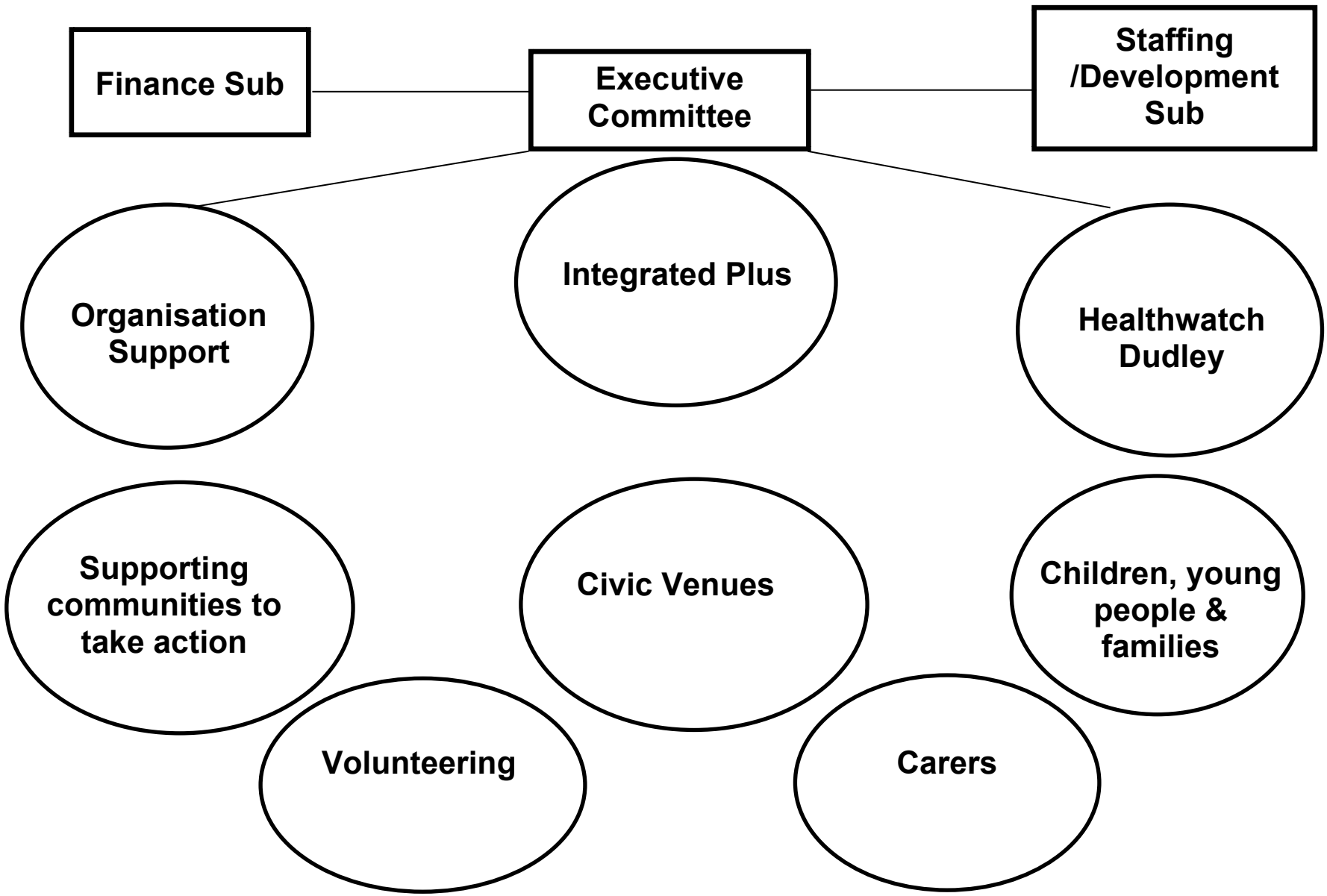
We have been firmly rooted in Dudley borough for over 40 years and we have a palpable passion for Dudley borough’s amazing people and places.

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 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: High Intensity User (HIU) Link Worker

Responsible to: Integrated Plus Social Prescribing Manager

Hours of work: 37 hours per week
To be worked weekdays and occasional evenings and weekends.
Dudley CVS does not pay overtime, but gives time off in lieu.

Salary: £37,280 (aligned to NJC SO2)

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. We operate a mixture of office-based and home working arrangements.

Travel expenses: Paid at equivalent NJC casual user rates, monthly in arrears.

Holidays: 25 days (plus Bank Holidays)

A DBS Check will be required. Full driving license with access to own transport required.

Main purpose of Job

- Provide holistic one to one social prescribing support for people aged 18 and over who have high dependency on emergency services and who are frequent visitors/callers of A&E, the Urgent Care Centre and West Midlands Ambulance Service.
- Meet and collaborate with A&E clinical staff regularly, to discuss, identify and agree appropriate referrals from the patient cohort list.
- Work and collaborate with the voluntary and community sector to help identify appropriate referral destinations and explore opportunities to meet gaps in services and activities.
- Ensure effective record keeping and storage of patient data to demonstrate outputs and outcomes which is compliant with GDPR.
- Actively contribute as a member of a well-established social prescribing team who support the most vulnerable in society.

Key tasks and responsibilities

1) **Provide holistic one to one social prescribing support for people aged 18 and over who have high dependency on emergency services and who are frequent visitors/callers of A&E, the Urgent Care Centre, West Midlands Ambulance Service and 111.**

- Carry out the role of a social prescriber, 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, up to 9 months to help direct and connect them to alternative sources of non-medical support services and activities.
- Offer a personalised approach to sensitively 'uncover' the real reasons for them calling 999, 111 or presenting frequently at A&E/UCC.
- During client visits undertake an assessment to gather baseline data and to identify the support needs and actions.
- Ensure support actions agreed with the patient are carried out by the service. Support areas could include: making referrals into a range of services provided by the voluntary, statutory or private sector, help with non-means tested benefit form filling eg Personal Independent Payments, Attendance Allowance, housing forms etc, distributing food bank vouchers, identifying suitable volunteering opportunities, connecting people into peer to peer led activities, initially taking patients to services if their confidence is low etc.
- Once support has been provided carry out a final assessment

2) **Meet and collaborate with A&E clinical staff regularly, to discuss, identify and agree appropriate referrals from the patient cohort list.**

- Meet with a range of health clinicians to discuss and agree appropriate referrals from the patient cohort list.
- Build and maintain positive relationships with a range of health professionals.
- Work closely with health clinicians to facilitate optimal joint working on safe and effective care for patients with complex needs.
- Raise awareness of voluntary and community sector activities and services on offer to showcase the diverse range of services available to health and social care practitioners.
- Raise awareness of the social prescribing service with health practitioners.
- With health professionals and a range of providers identify service needs, broker solutions and when required enable individuals to be supported to kick start/lead on new activities through Dudley CVS.

3) **Work and collaborate with the voluntary and community sector to help identify appropriate referral destinations and to explore opportunities to meet gaps in services and activities.**

- Keep abreast of a wide range of support services on offer in the voluntary and community sector through undertaking research, making connections with organisations and groups and by using a range of local online directories.
- Build and maintain positive relationships with a wide range of voluntary and community sector providers.
- Raise the profile of the social prescribing service to voluntary and community organisations.
- When gaps in services and activities are identified discuss and raise these with the team and if required liaise with voluntary organisations to help identify solutions.

4) **Ensure effective record keeping and storage of patient data to demonstrate outputs and outcomes which is compliant with GDPR.**

- Ensure all patient records and actions are entered onto our PSIAMS CRM system.
- Ensure GDPR requirements are adhered to in relation to data management.
- When required, support the Social Prescribing Manager in gathering any data required for working out cost savings to the wider health and social care sector as a result of the service interventions.

5) **Actively contribute as a member of a well-established social prescribing team who support the most vulnerable in society.**

- Actively contribute to team meetings, away days, planning activities and reflective practice activities.
- Share progress, learning and challenges within the existing Integrated Plus social prescribing team.
- Share ideas about how the service could develop and evolve.
- Adhere to all Dudley CVS, Integrated Plus policies and procedures eg lone working, patient consent, information governance etc.

Standard Terms Common to all job descriptions

- Role model Dudley CVS's values and ethos
- Be willing to work outside the office environment, occasionally unsocial hours including weekends and evenings and travel within Dudley borough and occasionally further
- Help ensure that Dudley CVS embraces diversity, challenges discrimination and reflects Dudley borough's communities
- Participate in your reviews, supervisions and appraisals
- Participate in Dudley CVS team meetings, away days, reviews, AGMs etc.
- Comply with all Dudley CVS policies and conditions of service
- Have due regard to the provisions of health and safety at work legislation
- 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 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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