

JOB DESCRIPTION

Job Title: Strand by Me Community Wellbeing Coordinator

Grade: £24-26k (Dependent on Experience)

Location: Bootle Strand Shopping Precinct, Bootle

Hours: 35 hours per week
Fixed Term in the first instance until 31/08/22

Accountable to: Chief Executive of Sefton CVS

Job Purpose:

- To provide overall day to day management of a friendly, inclusive and accessible community health and wellbeing information shop delivered from Strand by Me based in the Strand Shopping precinct, Bootle. The project will enable local residents to gain access to information, be signposted to and referred into local health and wellbeing services.
- The role will have a particular focus in supporting residents who have been disproportionately impacted by the impacts of Covid-19 including those experiencing financial insecurity, reduced mental health, increased loneliness, etc.
- The role will develop activities, provide signposting and referral, promote wellbeing through information, drop in's, "shop pop up's", health campaigns and appointments that are targeted to address health inequalities and early intervention and prevention.

Main Duties and Responsibilities:

1. Develop and implement a programme of activities from the shop which promotes community access to VCF sector activities and partner services focused on health and well being, positive lifestyle choices and early intervention and prevention initiatives.

2. Provide the latest information and act as a Covid-19 recovery community outreach hub where residents can gain access to the latest local and national guidance and support available regarding Covid-19.
3. Deliver targeted community engagement activities to promote initiatives aimed at reducing the prevalence and impact of Covid-19 in Sefton, particularly vaccination promotion, access to PPE, local testing arrangements and social behaviour change.
4. Help to identify “hidden” populations who may not be in contact with Covid-19 response initiatives and encourage participation.
5. Work with CVS services e.g. Health Trainers, Living Well Mentors, Social Prescribers and other health and wellbeing services to utilise the shop to improve resident access to a broad range of local services.
6. Using the Make Every Contact Count approach, encourage resident confidence to reconnect with services and social activities again following Covid-19; enable residents to engage with services to improve wellbeing and lifestyle choices.
7. Enable VCF groups and partner agencies to host information and displays within the shop to promote their services and provide information. This activity will also raise awareness to particular health and wellbeing information e.g. Carers Week, Dementia Awareness, World Mental Health Day, Covid-19 response and related initiatives etc.
8. Ensure the shop displays create a bright, friendly and welcoming environment to encourage residents to want to find out information which will be available in different formats and languages to ensure inclusive access.
9. Enable social activity and user groups to utilise the facility e.g. digital access, ‘drop in’s’.
10. Develop a marketing and communications strategy to increase the diversity of organisations/groups and residents accessing the opportunities of the shop and increase footfall of the public to the shop.
11. Maintain a booking system for appointments, ‘drop in’s’ and an ongoing calendar of events working with VCF sector organisations and partners who will provide and deliver activities from the shop.
12. Recruit and train volunteers to support customer service and reception to the shop.
13. Carry out day to day administration to ensure the efficiency and smooth running of the service/shop and accurate recording and reporting of information.

14. Ensure the shop unit is maintained, in a good state of repair, and act as the main key holder reporting key issues immediately to the Line Manager.
15. Ensure risk assessments are conducted and that Health and Safety and GDPR policies are adhered to by service providers and customers.
16. Ensure shop displays, IT systems and windows are accessible, regularly refreshed, clean and engaging to the public.
17. Prepare performance and outcome reports and maintain appropriate records as required by funders and Sefton CVS. Undertake customer satisfaction surveys, complete service diversity monitoring and analysis of information where required.
18. Attend relevant training courses as appropriate.
19. Undertake other duties as may be reasonably required within the general terms of the job description or equivalent post within Sefton CVS.

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills. The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Sefton CVS, in accordance with the organisation's procedures and policies.

Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager.

The post-holder will be expected to adopt a mature and common sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period. Employees are required to reserve the required amount of their holiday entitlement to cover these days.

Travel & Other Expenses

Reasonable expenses incurred in the course of duty will be reimbursed on receipt of a completed Sefton CVS Expenses Claim Form.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

However, although every attempt is being made to meet the access needs of disabled people, it cannot be guaranteed that every individual need will be met. For example, it may be necessary for the post-holder to attend meetings in buildings outside the normal project base where unimpaired access to such premises cannot be guaranteed.

In such cases, Sefton CVS will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.

Navajo Charter Mark (LGBTI)

Sefton CVS is committed to being a Lesbian, Gay, Bisexual, Transgender, Intersex (LGBTI) friendly employer and provider of services.

In recognition of this, we were awarded the Navajo Charter Mark in 2012 for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTI people within our communities.



Sefton CVS actively welcome people from LGBTI communities to apply for our job vacancies.

Disability Two Ticks Scheme

Sefton CVS have been awarded the Disability Two Ticks accreditation in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Two Ticks Scheme includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Two Ticks scheme, please complete and return the form found at the end of the Job Application document.

Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest.



PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	
KNOWLEDGE/SKILLS		
<ul style="list-style-type: none"> • Knowledge and understanding of health and wellbeing policy 	E	Application/Interview
<ul style="list-style-type: none"> • Knowledge, willingness and understanding of gathering a diverse knowledge base of local services for effective signposting and referral 	E	Application/Interview
<ul style="list-style-type: none"> • Leadership skills and ability to work effectively with peers, volunteers and stakeholders. 	E	Application/Interview
<ul style="list-style-type: none"> • Knowledge of health and safety issues and building/shop management 	D	Application/Interview
EXPERIENCE		
<ul style="list-style-type: none"> • Experience of working with local residents 	D	Application/Interview
<ul style="list-style-type: none"> • Experience of successful project delivery within a health service, voluntary/community sector setting or other relevant setting (s) 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of working within a multi-agency 	E	Application/Interview

<ul style="list-style-type: none"> partnership setting. Experience of marketing and promoting services 	D	Application/Interview
PERSONAL REQUIREMENTS		
<ul style="list-style-type: none"> Self-motivated, drive and enthusiasm to initiate and develop activities to support community action and local residents 	E	Application/interview
<ul style="list-style-type: none"> Commitment to providing high quality and welcoming customer service 	E	Application/Interview
<ul style="list-style-type: none"> Ability to work independently, under pressure with flexibility. 	E	Application/Interview

Common Requirements for all Sefton CVS posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.

Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector

- To have an understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.