



**Volunteer Centre Sutton**  
Market House, 216-220 High Street  
Sutton  
Surrey SM1 1NU

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[www.vcsutton.org.uk](http://www.vcsutton.org.uk)

19<sup>th</sup> April 2024

Dear Applicant

**RE: Community Health and Wellbeing Worker**

Thank you for your interest in the above post. Please find enclosed:

1. This Application Letter
2. Guidance Notes
3. How to Apply
4. Job Description
5. Person Specification
6. VCS Background Information
7. Protection of Children and Vulnerable Adults Information

Please read the **Guidance Notes** carefully before submitting your application. The deadline for receipt of applications is midnight **7<sup>th</sup> May April 2024**. Interviews for the shortlisted candidates will be held from 10<sup>th</sup> May 2024. If you have not heard from us by 13<sup>th</sup> May 2024, assume you have not been shortlisted. Unfortunately, we are unable to respond to all applicants for feedback on applications.

I shall look forward to receiving your CV and a brief supporting statement.

Yours faithfully,

**Anita Maullin**

**Chief Executive**



Volunteer Centre Sutton is the operational name of Sutton Borough Volunteer Bureau  
Company type: Charitable Incorporated Organisation | Company number: CEO19319 | Charity number: 1048978

## **2. GUIDANCE NOTES**

***Please read these guidance notes before submitting your application.***

The CV and supporting statement are essential parts of the recruitment process as they are used to decide who will be shortlisted for interview. Please ensure, therefore, that you read the Job Description, Person Specification and these notes carefully before submitting your application.

### **Job Description**

The Job Description contains details of the duties and responsibilities of the post for which you are applying. These are outlined as comprehensively as possible to give a clear idea of what will be required of the post holder.

### **Person Specification**

The Person Specification lists the requirements of the post, in terms of experience, knowledge, skills and abilities. These are the criteria used in deciding who will be called for interview. It is therefore vital that you consider the requirements listed in the Person Specification when writing your supporting statement and that you demonstrate how your skills and experience meet these requirements.



### **3. HOW TO APPLY**

Your application should comprise:

- **A mandatory supporting statement of no more than 600 words.**

This is your opportunity to tell us why you want to join Volunteer Centre Sutton in this post and what makes you a good candidate for the job. Complete this statement as per the Person Specification e.g. points 1-12. Relate your skills, knowledge and experience to the criteria listed as fully as possible with reference to your paid and/or unpaid work experience, training and qualifications as appropriate. Due to possible high number of applications, we reserve the right to not consider applications which do not specifically address the points in the Person Specification in order.

- **A full CV**

Please include your educational and professional qualifications, a full employment history highlighting key responsibilities and relevant achievements, including dates and reasons for any gaps in employment, and any voluntary experience you have had.

- **A short covering letter including the details of two referees, one of which should be your current employer.**

As well as your own contact details, please include each referee's name, role and organisation, relationship to you, how long they have known you, address, contact number and email address. Referees will not be contacted unless you are offered the role. Details of referees are held in the strictest confidence.

#### **NB:**

- Please give details of whether you have a prosecution pending or have you ever been convicted by a court or cautioned by the police for any offence. If so, please send details alongside your application in a confidential attachment. This will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post.
- Volunteer Centre Sutton supports "positive action" in employment for disabled people and operates a guaranteed interview scheme. (All disabled people who meet the minimum requirements for the job will be guaranteed an interview). If you wish, please indicate if you are disabled and wish to take advantage of this scheme.

**Applications should be emailed to Anita Maullin at [anitamaullin@vcsutton.org.uk](mailto:anitamaullin@vcsutton.org.uk) ,**

Volunteer Centre Sutton, Market House, 216-220 High Street, Sutton, SM11NU

**THE DEADLINE FOR APPLICATIONS is midnight 7<sup>th</sup> May 2024**

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#### 4. JOB DESCRIPTION

<b>Job Title</b>	<b>Community Health and Wellbeing Worker</b>	<b>Location</b>	216-220 High Street Sutton SM11NU
<b>Salary</b>	<b>£27,805</b> <b>Pro Rata incl OLW + Pension</b>	<b>Hours</b>	Part time 24 hours per week  Initial Pilot 12 months
<b>Reports to</b>	<b>Community Health and Wellbeing Manager</b>		
<b>Responsible for</b>	As Community Health and Wellbeing Worker (CHWW) you will be on the frontline working with households in the Benhill area. The work of a CHWW is varied with the aim of improving the health and wellbeing of the communities they serve. You will play an important role in promoting health and healthy lifestyles, improving health, prevention and early detection, and supporting health literacy through a range of activities including outreach, assessments, brief interventions, building capacity, community education, signposting, informal counselling, and advocacy. This is an exciting opportunity to shape a new job role new to the UK.		
<b>Main Purpose and Scope of the Job</b>	Carrying out monthly household visits (or more frequent if the household need requires it) within a specific area to assess the health and social needs of everyone within a household, adopting a proactive and holistic approach when supporting the local community.		

<b>Main Duties and responsibilities</b>	<b>The main duties of the post are to:</b>
	<b>Relationship Building and Development of project</b>
<b>1.</b>	<u>Relationship Building and Health Promotion</u> <ul style="list-style-type: none"> <li>• Build relationships with assigned households to understand their needs and context</li> <li>• Offer health coaching and motivational approaches including problem solving and goal setting</li> <li>• Deliver personalised health promotion and supporting healthy</li> </ul>



- choices and education, such as breastfeeding and immunisations whilst providing health literacy support
- Provide support and signposting with lifestyle advice such as smoking cessation, alcohol consumption, healthy diet and physical exercise
  - To support households to understand the health and social care system

#### Health Literacy

- To support those eligible for childhood immunisations and adult health and cancer screening appointments and encourage the uptake of missed appointments
- To support chronic disease diagnosis and management through raising awareness of adherence to medication
- To encourage early identification of signs and symptoms of chronic illness and share the information as provided by practices
- To identify household determinants of ill health and health seeking behaviour
- To signpost and refer people to services across the health and care system and other existing community services

#### Day to Day Administration

- Keep digital records that reflect household and community need and progress via secure tablet that will be linked to the clinical system used by the General Practice
- To comply with data protection and confidentiality
- To maintain skills in using technology and primary care software
- Present your work and findings to the local GP and multidisciplinary team
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#### Community Engagement/Co-Production

- Engage with the community to ensure health services are satisfactory and appropriate in their design and delivery
- Facilitate networks within communities to build community capacity
- Managing conflict
- Advocating the needs as outlined by the community
- Identify local community assets and promote a community-based prevention agenda



	<u>To take part in supervision and debriefing</u>
<b>Other duties of the post are to:</b>	
<b>2.</b>	<b>Professionalism</b> <ul style="list-style-type: none"> <li>The post holder must provide high quality interactions irrespective of race, gender and ethnicity of the community member, whilst honouring the values of choice, inclusion, advocacy, and ethical practice</li> </ul> Equality, Diversity and Inclusivity requirements – Protected characteristics – training
<b>3.</b>	<b>Confidentiality</b> <ul style="list-style-type: none"> <li>The post holder must maintain confidentiality, security and integrity of information relating to people while on duty</li> <li>Ensure compliance to VCS policy and procedures</li> </ul>
<b>4.</b>	<b>Data Protection</b> <ul style="list-style-type: none"> <li>Data protection: The post holder must be aware of their obligations in respect of the Data Protection Act 2018</li> </ul>
<b>9.</b>	<b>Safety</b> <ul style="list-style-type: none"> <li>The post holder must be aware of their role in safeguarding and promoting the welfare of children and adults. They must also be aware of the councils and General Practice lone working policies</li> </ul>

*Please Note: Duties outlined in this Job Description may be reviewed and amended from time to time.*



## 5. PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience	Competent level computer skills.	
		Experience of Health or advice and guidance programmes
		Experience of working in the community providing support to the public
Skills and Personal Attributes	Knowledge of local community agencies, services and resources	
	Experience of volunteering in the local community	
	Knowledge of basic health promotion/ health improvement	
		Knowledge of health protection, the NHS and broader services
	Strong interpersonal and communication, listening and observational skills	
	Good problem-solving with creative thinking	
	Able to produce reports and give presentations	
	Positivity and enthusiasm for improving the local community and health outcomes	
	Relationship building including starting, renewing and presenting to key senior stakeholders	
	The ability to work effectively with a wide range of teams	



	in a diverse community	
	Commitment to promote social changes that support the health and well-being of the local community	
	The ability to complete data entry and documentation	
	Strong time management skills	
	Use of Microsoft office and email	
		Knowledge of local languages
Other job related requirements	Ability to work flexibly and potentially out of hours	



## **6. BACKGROUND INFORMATION**

Volunteer Centre Sutton (VCS) is the operational name of Sutton Borough Volunteer Bureau (SBVB) and is located at 216-220 Market House, Sutton, Surrey SM1 1NU. Phone: 020 8661 5900. Email: [vc Sutton@vcsutton.org.uk](mailto:vc Sutton@vcsutton.org.uk)

### **Legal Status**

SBVB was established in 1965 as part of Sutton Centre for the Voluntary Sector (SCVS) and became an independent charity; No. 1048978 as a Charity Incorporated Organisation. CEO19319.

### **Volunteer Centre Activities**

Volunteer Centre Sutton provides the infrastructure for volunteering in our local community. We inspire individuals to volunteer and connect them to inspiring volunteering opportunities locally, working with over 500 Voluntary & Community Organisations (VCO's) and supporting over 1500 residents to volunteer each year. We believe there's so much inherent value held within communities, and it's our mission to release it by inspiring people in the London Borough of Sutton to give of their time and talents to help others.

Volunteer Centre Sutton (VCS) delivers five core functions, as identified by NCVO, namely:

- 1) **Brokerage** – Supporting community support. A signposting and matching service for volunteers and volunteer community organisations (VCOs). We offer information and advice to volunteers about the thousands of volunteering opportunities available locally, ensuring the supply of volunteers is consistent with the demand. We support volunteers who have additional needs and ensure VCO's are resourced with the right volunteer for their work in the community.
- 2) **Good Practice Development** - Because volunteers are such a valuable resource, we provide Good Practice volunteering infrastructure, ensuring volunteers are supported, respected and valued for their contribution. Principally we achieve this by embedding the Volunteer Management Charter into VCO practices. We support and resource VCO's to be 'Experts in Volunteering' and ensure practices in relation to volunteering are completed



within legal and best practice boundaries. We mediate and support VCO's and individuals with issues surrounding their volunteering.

3) **Volunteering Development** - We support VCO's in developing volunteering opportunities in a variety of contexts. This may be to grow their impact and reach around a specific area of work. It may be in relation to developing a funding bid that will require a new volunteering role for them, including volunteer recruitment targets. We help develop person specifications, role descriptions, supervision structures and full cost recovery models associated with managing and coordinating volunteers.

4) **Policy Response and Campaigning** - We are the voice of volunteers locally, we respond to issues that are effecting the use of volunteers and advocate for fair and right treatment of volunteers. Recent examples include the 'Work Fare' programme, which sought to force unemployed individuals to volunteer in order to claim benefits. We have successfully engaged with a national campaign to 'Keep Volunteering Voluntary' and ensured that no individuals are forced to volunteer in Sutton. We also play an important role in leading the way in thanking volunteers locally.

5) **Strategic Development of Volunteering** - We play a vital role in collecting and collating data with regards to volunteering. We analyse trends and significant changes in the volunteer market and then inform and enable VCO's to respond accordingly. Strategic development of volunteering plays a crucial role in the continual stimulation of volunteers coming into the market, and ensures volunteering opportunities remain relevant to their community.

VCS holds: The Queens Award for Voluntary Service (an organisational MBE), Investing in Volunteers; Positive About Disability, Volunteer Centre Quality Accreditation (VCQA) & Centre for Excellence and Outcomes (C4EO).

VCS also play a significant role in delivering projects to meet identified unmet need in the community, these include:

- **MAPS – Mentoring, Advocacy and Peer Support** delivers training, support and supervision for volunteer mentors to enable them to support vulnerable children or young people, as well as an independent advocacy service to young people in care and those subject to a child protection plan.
- **Sutton Befriending** is aimed at reducing social isolation and loneliness of older people and vulnerable adults who are able to make a friendship relationship with a volunteer befriender. Recent expansion has enabled us to offer group activities to provide support and reduce loneliness and isolation.
- **Integrated Sutton** supports residents who have arrived from Hong Kong, to understand our community, opportunities and obtain support through Volunteer buddies and our welcome programme.



- **Ukraine and Afghanistan refugees** are supported with wellness programmes, activities and education support to ensure local refugees obtain the help to establish themselves within Sutton and be part of the community.
- **Together For Sutton benefit support.** As part of our community support projects, we also offer volunteer assistance with residents who need help with benefit form filling. This help provides guidance on the various government benefits and practical help to complete them.

## Partners and Networks

VCS networks with a wide range of voluntary, statutory and private sector organisations to develop partnerships that enable the growth and development of volunteering in the community we serve. We identify voluntary opportunities recruit and place volunteers and our Good Practice service supports volunteer managers in organisations in the development of volunteer management.

VCS works closely with the other voluntary sector infrastructure organisations locally such as Community Action Sutton (CAS) and the Sutton Together Consortium and with the London Borough of Sutton. Nationally, VCS is a member of NCVO (The National Centre for Voluntary Organisations) and London Plus.



## **7. PROTECTION OF CHILDREN AND SAFEGUARDING VULNERABLE ADULTS**

The job for which you are applying involves substantial opportunity for access to vulnerable adults. It is therefore exempt from the Rehabilitation of Offenders Act 1974. You are therefore required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as "spent" under this Act, and any cautions or bind-overs. Please provide details in a sealed envelope when you submit your application, including approximate date, the offence and the court or police force which dealt with the offence. This envelope will only be opened by the Chair of the Interviewing Panel if the candidate is shortlisted. Disclosure will not automatically disqualify you from consideration for this post. Information for candidates who are not shortlisted for the post will be destroyed without being opened. The information you give will be treated in confidence and will only be taken into account in relation to an application where the exemption applies.

The disclosure of a criminal record, or other information, will not debar you from appointment unless the selection panel considers that the conviction renders you unsuitable for appointment. In making this decision the panel will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant, including appropriate considerations in relation to the Volunteer Centre Sutton's Equality & Diversity policy.

Failure to declare a conviction, caution or bind-over may, however, disqualify you from appointment, or result in summary dismissal if the discrepancy comes to light.

Volunteer Centre Sutton is also entitled, under arrangements introduced for the protection of children and vulnerable adults, to check with the Disclosure and Barring Service (DBS) for the existence and content of any criminal record of the successful applicant.

A DBS check will not be made without your consent, although you should be aware that refusal to give your consent to a DBS check could result in an offer of appointment being withdrawn.

