



Sefton CVS

Supporting Local Communities

JOB DESCRIPTION

Job Title:	Waiting Well Coordinator
Salary:	£33,000
Location:	Sefton
Hours:	35 hours (Two year fixed-term contract, with the possibility of continuation funding)
Benefits:	26 days annual leave (plus bank holidays), rising to 29 days after 5 years' service. Company pension scheme with contributions of 6%. 24/7 Employee Well-being Assistance Programme. Life Assurance of 2 x annual salary. Income protection scheme (illness). Flexible working.

We pride ourselves on being an inclusive and supportive employer

Our vision is to develop a vibrant voluntary, community and faith sector that encourages and supports independent, resilient and sustainable communities.

Job Purpose:

The Waiting Well Coordinator will be responsible for connecting adults awaiting social care assessments with appropriate voluntary and community-based support services. This role will involve maintaining regular contact with clients, agreeing on goals, and helping individuals access the right provisions during the waiting period for formal assessments and services.

The Waiting Well Coordinator will provide holistic support, focusing on practical, health, emotional, and wellbeing needs. In addition, the postholder will ensure that any concerns or deteriorations in client circumstances are escalated to relevant social care practitioners. The role also includes line-management responsibilities for a Support Worker role and tracking client outcomes.



Main Duties and Responsibilities:

Client Support and Engagement:

- Establish and maintain regular contact with adults awaiting social care assessments.
- Collaborate with clients and complete assessments to identify needs and agree on personal goals, focusing on health, wellbeing, and practical needs.
- Assist clients in accessing voluntary and community services that meet their needs during the waiting period.
- Provide guidance and support for clients to engage with relevant services, ensuring they have the necessary resources to maintain their wellbeing.
- Support clients in addressing emotional and social challenges through connecting them to appropriate networks and services.

Monitoring and Escalation:

- Monitor client progress and wellbeing, ensuring services are providing adequate support and intervention.
- Escalate concerns and deteriorations in client health or circumstances to the appropriate social care practitioners in a timely manner.
- Ensure any safeguarding concerns or risks are promptly identified and raised with relevant authorities.

Line Management:

- Supervise and provide support and guidance to the Support Worker role.

Tracking and Reporting:

- Maintain accurate records of client activities, interventions, and outcomes, ensuring all documentation is up to date and in compliance with organisational standards.
- Track and report on client outcomes, measuring the effectiveness of community provisions and identifying areas for improvement.
- Prepare and submit regular reports on client progress, service access, and outcomes.



Collaboration:

- Build and maintain strong working relationships with local voluntary and community organisations to ensure clients have access to the most appropriate services.
- Collaborate with social care teams to ensure continuity of support for clients transitioning from voluntary provision to formal services.

General Duties:

- Stay informed of changes in social care policy, community services, and health provisions that may affect the role.
- Participate in team meetings, training, and other professional development activities as required.

General

You will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

You 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

You 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.

Equality, Diversity and Inclusion

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

We actively encourage and welcome applications from everyone, including people who are underrepresented in our organisation. The more diverse our workforce, the better we represent and can deliver for our communities.



Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.

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



Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.

Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) 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 Confident Employer accreditation 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 Confident 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.

Essential:

- Experience working with adults, ideally in a social care or community-based setting.
- Knowledge of voluntary and community services and the ability to signpost clients to appropriate resources.
- Strong communication skills, with the ability to engage and build rapport with clients from diverse backgrounds.
- Ability to identify and escalate concerns related to health, wellbeing, or safeguarding.
- Strong organisational skills and attention to detail.
- Ability to track client progress and outcomes, and produce reports.
- Empathy and a person-centred approach to supporting individuals in vulnerable circumstances.

Desirable:

- Knowledge of social care assessment processes and related legislation.
- Experience of working in a multi-disciplinary team with social care professionals.
- Relevant qualifications in social care, health, or community work (e.g., NVQ Level 3 or higher).
- Understanding of safeguarding protocols and best practices.

Other Requirements:

- Flexibility in working hours may be required to accommodate clients' needs.
- Ability to travel within the designated area to visit clients and attend meetings.

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

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

Equal Opportunities

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