



Sefton CVS

Supporting Local Communities

JOB DESCRIPTION

Job Title:	Waiting Well Officer
Salary:	£24,500
Location:	Sefton
Hours:	35 hours
Term:	Until 31 st October 2027 (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:

This role plays a vital part in supporting adults who are awaiting social care assessments, ensuring they remain connected, informed and safe during this period.

The Officer will work under the guidance of the Waiting Well Coordinator, to deliver high-quality support that promotes wellbeing, independence, early intervention prevention and access to voluntary and community services.



Main Duties and Responsibilities:

Client Support and Engagement:

- Regularly engage with clients awaiting social care assessments to check on their wellbeing and maintain communication.
- Assist clients in identifying their needs and goals, focusing on health, practical support and overall wellbeing.
- Help individuals access local voluntary and community-based services that meet their needs during the assessment waiting period.
- Offer information, encouragement and practical assistance to help clients engage with support networks and resources.
- Support clients with social or emotional challenges by linking them with appropriate services and peer groups.

Tracking and Documentation

- Keep accurate, up-to-date records of all client interactions, support provided, and services accessed.
- Contribute to reports and monitoring tools to measure the impact and outcomes of the support delivered.
- Provide feedback and insights on community provision effectiveness to help inform service development.

Collaboration and Team Working

- Work closely with local voluntary and community organisations to maintain a network of accessible support services.
- Liaise with social care teams to ensure smooth transitions for clients from community-based to formal care services.
- Participate in regular team meetings, training sessions and reflective practice.

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.

Person Specification:

Essential:

- Experience working in a health, social care, or community support setting.
- Strong interpersonal and communication skills with the ability to build rapport and trust with clients.
- Ability to manage a caseload effectively and maintain clear, accurate records.
- A proactive approach to identifying client needs and connecting them with appropriate support.
- Understanding of safeguarding and the importance of confidentiality.
- Good IT skills and the ability to use client management systems or databases.

Desirable:

- Knowledge of local community and voluntary services.
- Previous experience working with adults with care and support needs.
- Relevant qualification in health and social care or community support (or working towards one).

Other Requirements

- This role will involve home visits and community outreach.
- An enhanced DBS check will be required.
- Ability to travel within the designated area to visit clients and attend meetings.

Common Requirements that are essential for all Sefton CVS posts

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.

Equal Opportunities

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