






JOB DESCRIPTION

JOB TITLE:	Community Connector
DEPARTMENT:	Wolves Foundation
REPORTS TO:	Senior Health Officer
DIRECT REPORTS:	NONE
LOCATION:	Molineux Stadium and working across the City of Wolverhampton
HOURS PER WEEK:	37.5 hours per week
WORKING ARRANGEMENT:	Your working pattern will predominately be core office hours which are Monday – Friday, 9:00am – 5:00pm, however, flexibility to work evenings and weekends will be necessary and directed by your line manager.
DATE:	September 2024

Wolves Foundation is a cornerstone of the city of Wolverhampton. Through a team of highly skilled, dedicated staff and volunteers it harnesses the strong local connection with Wolves to motivate, educate and inspire tens of thousands of beneficiaries of its work across the city.

The charity works in partnership with key local stakeholders including the local authority, police, health service and education providers to identify risk factors in the city around societal issues and health status; using data and insight to deliver evidence-based practice through its vast array of projects that address these needs through its key three objectives;

The charity covers three pillars:

-  Healthier, more active people
-  Lifelong learning and skills
-  Safer, stronger communities

Working in the community is vital to its work and removing barriers to engagement regardless of age, gender, race, religion, sexual orientation, or disability. With participants ranging from 1 month to 100 years old across 225 different delivery sites in the city, work is delivered all year round improving the physical and mental health, personal development and life choices of the people engaged in its work.

All employees must uphold the key values and ethos of the Foundation to ensure delivery excellence. Employees must maintain professionalism and contractual, delivery and policy requirements.

Job purpose

To support the implementation and delivery of the Building Brighter Futures project. The project aims to support individuals to maximise their knowledge and confidence to manage their own wellbeing and build resilience. The role will work with individuals who require advice, support and



guidance and connect them with a host of services across the city, providing assistance in accessing this support.

Key responsibilities

- ⚡ To have a clear understanding of the Wolverhampton Wanderers Foundations core values and objectives.
- ⚡ To support the health and education departments with the project implementation, including mapping and planning activities.
- ⚡ To establish new relationships and maintain existing relationships with key stakeholders and partner organisations.
- ⚡ To liaise with local partner organisations to organise and deliver community wellbeing sessions.
- ⚡ To lead on the delivery of wellbeing support and community connection of the Building Brighter Futures project, including informational workshops and one-to-one support.
- ⚡ To manage a caseload of participants offering tailored support and guidance.
- ⚡ To work with individuals to co-produce a personalised support plan that will support their emotional and financial wellbeing.
- ⚡ To work with individuals to provide employability support and guidance that will help them in achieving employment.
- ⚡ To work collaboratively with other local organisations to identify progression opportunities for individuals and support participants to access these services.
- ⚡ To develop creative ways to promote and market the project to engage participants to meet the intended project outcomes.
- ⚡ To process referrals and contact participants to book appointments with them.
- ⚡ Identify, train, manage and mentor project volunteers.
- ⚡ To collect and provide qualitative and quantitative data for project reporting.
- ⚡ Assist your line manager and departmental manager with any other related projects where necessary.
- ⚡ Perform other duties as required and directed by your line manager which are considered relevant to the post and to the objectives of the Foundation.
- ⚡ Ensure a positive commitment towards equality and diversity by treating others fairly and not committing any form of direct or indirect discrimination, victimisation or harassment of any description and to promote positive working relations amongst employees and customers.
- ⚡ To ensure positive commitment to sustainability and social action projects and targets in line with the Foundation's One Pack One Planet action plan.

Safeguarding responsibilities

- ⚡ To work alongside the DSL and departmental manager to ensure safeguarding standards are met and maintained.
- ⚡ Keep own CPD, knowledge and skills up to date in relation to our area of delivery and management.
- ⚡ Responsible for structuring adequate quality assurance for their department.

This role involves working with children and/or adults at risk in a Regulated Activity (or in close proximity to children and/or adults at risk). This means that the post-holder is required to apply all relevant policies and uphold the Club's commitment to safeguarding children and adults at risk.



General responsibilities

- ⚡ Compliance with Wolverhampton Wanderers Foundation Policies.
- ⚡ Compliance with Wolverhampton Wanderers Foundation health & safety procedures.
- ⚡ Compliance with Wolverhampton Wanderers Foundation safeguarding policies.
- ⚡ Champion the club and Foundation values at all times.
- ⚡ To maintain professional conduct at all times.
- ⚡ To undertake other duties as may be reasonably expected.

Contractual Information

- ⚡ Due to the nature of your role, there will be an occasional requirement to work evenings and/or weekends which will be directed by your line manager.

Key relationships

- ⚡ Wolverhampton Wanderers Foundation Health & Wellbeing Manager and Education & Skills Manager.
- ⚡ Wolverhampton Wanderers Foundation Senior Health Officers and Senior Employability Officer.
- ⚡ Wolverhampton Wanderers Foundation Health Officers.
- ⚡ Wolverhampton Wanderers Foundation Senior Managers.
- ⚡ Wolverhampton City Council
- ⚡ Connexions / DWP
- ⚡ Local partner and community organisations including mental health support services, foodbanks and community shops.
- ⚡ Key stakeholders.



Person Specification

Job Title: Community Connector

Knowledge: the level and breadth of knowledge to do the job	Essential	Desirable
☞ An understanding of the wider determinants of health and wellbeing.	✓	
☞ Ability to set aims and objectives and to prioritise/ manage workload within the project framework.	✓	
☞ An understanding of community development, volunteering and how to motivate, inspire and enthuse others.	✓	
☞ Understanding of planning and evaluation methods.	✓	
☞ Knowledge of local support services, both internal and external.	✓	
☞ Knowledge of debt advice, financial health and wellbeing.		✓
☞ Knowledge of key financial wellbeing and employability statistics nationwide and local to Wolverhampton.		✓
☞ Knowledge of employability support and guidance.		✓
☞ Knowledge of Apprenticeship and other government employability schemes.		✓
☞ Knowledge of different mental health issues and how to support individuals suffering from mental health issues.		✓
Technical/work-based skills: skills specific to the job	Essential	Desirable
☞ Ability to meet the needs of all participants across Building Brighter Futures and other health projects.	✓	
☞ Strong IT and presentation skills	✓	
☞ Competency and confidence in delivering financial wellbeing and employability support to individuals in a group and on a one-to-one basis.	✓	
☞ Ability to manage your own workload and effective time keeping	✓	
☞ Excellent project organisation and time management skills.	✓	
☞ Awareness of safeguarding reporting procedures for both children & adults at risk.	✓	
☞ Competency and confidence in communicating with individuals from a wide range of backgrounds.	✓	
General skills and attributes	Essential	Desirable
☞ Understanding of how to work safely with children and/or adults at risk and uphold generally accepted practice when working with those participants.	✓	
☞ Highly motivated, keen to inspire and enthuse others. Excellent interpersonal and communication skills	✓	
☞ Confident, enthusiastic and non-judgemental.	✓	
☞ Availability for flexible working hours	✓	
☞ Ability to travel around the Wolverhampton Wanderers Foundation geographical area or to get to Molineux Stadium	✓	
☞ Committed to making a positive impact to beneficiaries	✓	
☞ Resilient and compassionate	✓	
☞ An energetic team worker	✓	
☞ Ability to handle sensitive and challenging situations with people/customers.	✓	
☞ A strong set of values that meets the organisations own values	✓	



Experience: proven record of experience in a particular field, profession, or specialism.	Essential	Desirable
🛡️ Experience of working with children and adults at risk.	✓	
🛡️ Able to demonstrate proven experience in providing empowering support to individuals in a structured way to improve financial and emotional wellbeing.	✓	
🛡️ Ability to demonstrate experience in providing key employability skills to individuals to help someone gain employment opportunities.	✓	
🛡️ Experience of project implementation and delivery of community programmes.	✓	
🛡️ Experience of working with similar target audience.	✓	
🛡️ Experience of partnership working.	✓	
🛡️ Previous experience of effective case management of disadvantaged participants, including the delivery of 1:1's, action planning, reviewing progress and implementing appropriate techniques.		✓
🛡️ Project management experience		✓
🛡️ Budget management experience		✓
Qualifications: the level of educational, professional and/or occupational training required	Essential	Desirable
🛡️ Post-holder must hold or obtain at the earliest opportunity the relevant safeguarding training (i.e. FA Safeguarding Children Workshop)	✓	
🛡️ Post-holder will be subject to a DBS check at the appropriate level and cleared by the Wolves Safeguarding Manager	✓	
🛡️ Post-holder must hold or obtain at the earliest opportunity a first aid qualification.	✓	
🛡️ Post-holder must hold a valid driver's license.		✓
🛡️ Post-holder to be educated at degree level or higher in a relevant area.		✓
🛡️ Adult mental health first aid qualification		✓

NB: This job description and personal specification is intended to be a general guide to the scope of the duties and not an inflexible specification.