

Recruitment Pack

About BVSC

Bexley Voluntary Service Council (BVSC) has been supporting the local Voluntary and Community Sector (VCS) in Bexley for over 60 years. Throughout this time, BVSC has continually evolved in response to local need, sector challenges and wider changes in public policy. Today, BVSC plays a central role in strengthening the local voluntary sector, connecting organisations, amplifying community voice and enabling organisations across Bexley to be resilient, connected, and able to provide high-quality, impactful services to residents.

Diversity, equity, and inclusion are central to our culture; a diverse workforce strengthens our ability to support communities effectively and deliver high-quality services across the voluntary sector. We recognise that diversity spans many aspects of identity, and we are committed to fostering a workplace that is increasingly inclusive and equitable, where everyone feels heard, respected, and valued. We are also committed to promoting safe and responsible practice across our work and expect all staff, volunteers, and partners to uphold these standards.

Our Values

- **Inclusivity:** We value our differences and work well together because of them.
- **Accountability (& Integrity):** We are committed and deliver effective solutions.
- **People (Respect & Supportive):** We care about the happiness and wellbeing of each other.
- **Communication:** We communicate clearly and respectfully fostering trust and collaboration.
- **Creativity:** We continually seek to improve how we work to achieve the best outcome.

Why Work for Us

- Hybrid working
- Additional Birthday Day off
- Flexitime and TOIL
- Pension employer contribution 6%
- Two volunteering days (pro rata)
- 25 days annual leave plus bank holidays (pro rata)
- Access to the Blue Light Card
- Ongoing training and professional development opportunities
- A positive, inclusive team culture where your ideas are valued
- Enhanced maternity/paternity pay
- Employee Assistance Programme

Job Description

Post:	Community Wellbeing Coordinator – Housing Advocacy
Responsible to:	Social Prescribing Team Lead
Salary:	£33,699 pa, including OLW + 6% pension contribution
Hours:	35 hours across 5 days
Contract:	Fixed to September 2027 (possible extension)
Probationary period:	5 months

Purpose of Job

The Community Wellbeing Co-ordinator will provide person-centred social prescribing support for Bexley residents, with an enhanced focus on housing-related advocacy, navigation and practical support.

The postholder will work with residents whose health and wellbeing are affected by housing insecurity, overcrowding, disrepair, homelessness risk, temporary or unsuitable accommodation, difficulty navigating digital housing systems, or uncertainty about housing options and evidence requirements.

The role is intended to act as a trusted intermediary between residents, primary care, housing services, voluntary and community sector organisations and wider neighbourhood partners. It will help residents understand realistic options, gather relevant evidence, complete or progress applications where appropriate, access community support, and stay connected to the right services without creating an adversarial relationship with housing partners.

Aims of the project

Housing is a major wider determinant of health and a recurring source of demand into general practice and social prescribing services. Residents can become stuck between general practice and housing services, particularly where they are worried, digitally excluded, unsure what evidence is needed, or believe a GP letter will resolve their housing issue.

The role will support a shift away from reliance on bespoke GP housing letters and towards better use of existing medical summaries, existing clinical correspondence, self-accessed evidence via the NHS app where appropriate, and clearer support routes. The role will prioritise practical navigation, expectation management, relationship-building and appropriate escalation rather than providing formal legal advice or making guarantees about housing outcomes.

The postholder will contribute to stronger health and housing networks by sharing learning, identifying recurring barriers and supporting reciprocal training between social prescribing, housing and community partners.

Role boundaries

- The postholder will provide practical advocacy, navigation and support, but will not provide regulated legal advice unless appropriately qualified and authorised to do so.

- The postholder will not make commitments on behalf of the local authority or housing providers and will not promise specific housing outcomes.
- The postholder will work collaboratively with housing colleagues and will seek to reduce escalation where issues can be resolved through better information, preparation, evidence and communication.
- The postholder will identify when cases require specialist escalation, safeguarding action, legal advice, homelessness intervention or clinical input.

Summary of main duties

Resident support and personalised care

- Be responsible for incoming resident referrals, meeting with residents to understand their needs, what matters to them and the wider social determinants affecting their health and wellbeing.
- Develop personalised action plans with residents, drawing on their strengths, priorities and support networks, and review progress through agreed follow-up contacts.
- Provide ongoing support that may include follow-up phone calls, practical coaching, supported attendance at appointments, support to understand correspondence, and connection into relevant community or specialist services.
- Develop clear exit strategies so residents understand the support available to them, know what further action is required, and are connected to appropriate services before discharge from the social prescribing pathway.
- Be a champion of Social Prescribing, and the voluntary sector, locally, regionally and nationally.

Housing advocacy and system navigation

- Provide enhanced practical support for residents experiencing housing-related issues, including help to understand housing processes, prepare for applications, gather relevant evidence and navigate online systems where appropriate.
- Support residents to understand what information is most useful for housing assessments, including diagnosis, treatment, functional impact in the current home, existing clinical correspondence, and relevant care or support plans.
- Help residents avoid unnecessary costs by explaining, in line with local guidance, that bespoke GP housing letters often add limited value and that existing records or summaries may be more appropriate evidence.
- Support residents with practical tasks such as completing forms, preparing for housing appointments, understanding bidding processes, reporting problems through the correct route, or identifying where specialist advice is required.
- Manage expectations compassionately and realistically, recognising the limits of available social housing and the variability of waiting times, while still helping residents to understand options and next steps.
- Work within role boundaries and refer to specialist housing, legal, safeguarding, domestic abuse, welfare rights or homelessness services when needs are outside the scope of social prescribing support.
- Where appropriate, help residents engage earlier with housing services and explore practical options such as adaptations, housing advice, private rented sector options, support from housing associations, or community-based support.

- Recognise when housing circumstances may indicate wider safeguarding concerns, including domestic abuse, exploitation, neglect or significant risk, and take appropriate action in line with safeguarding procedures.

Partnership working and networks

- Work in partnership with GP surgeries, social prescribing colleagues, health and wellbeing coaches, community health and wellbeing workers, adult social care, housing teams, housing associations and voluntary sector partners.
- Build constructive links with local housing contacts and escalation routes so that residents are supported through clear, collaborative and non-adversarial pathways.
- Contribute to the development of a Bexley housing resource pack and referral information once local support routes and social prescribing service changes are confirmed.
- Attend relevant multidisciplinary, Integrated Neighbourhood Team, Local Care Network or partner meetings where this supports residents, improves shared learning or strengthens system relationships.
- Support reciprocal learning between services by sharing anonymised themes, barriers and local intelligence to inform training, pathway development and wider prevention work.

Training, learning and service development

- Commit to undertaking training required to develop knowledge of housing pathways, allocations, homelessness prevention, digital processes, safeguarding, trauma-informed practice and local support offers.
- Support myth-busting and awareness sessions for social prescribing, general practice and wider partners, helping colleagues understand housing processes, role boundaries and appropriate evidence routes.
- Contribute to reflective practice and learning networks, including sharing case-based learning and practical “what helps” insights with partners.
- Actively feedback key themes and insight to support the continuing development of Bexley’s voluntary sector, housing-health partnership working and integrated neighbourhood delivery.

Recording, reporting and governance

- Maintain accurate, timely and proportionate records on the CRM system, including referral source, presenting issues, agreed action plan, support provided, outcomes, onward referrals and reasons for case closure.
- Provide regular updates and reports on caseload management, housing-related demand, referral themes, outcomes, barriers and risks as required by the Community Connect Team Lead.
- Adhere to and actively implement BVSC policies and procedures, including equality and diversity, health and safety, information governance, confidentiality and safeguarding.
- Identify, report and monitor safeguarding risks and concerns for children, young people and adults, taking timely action in line with BVSC and multi-agency safeguarding procedures.

- Undertake any other duties and tasks which may reasonably be required, as discussed with the line manager.
- Assist in maintaining the database of local service and activities in Bexley.
- Obtain, record and review resident consent for information sharing, ensuring compliance with information governance, confidentiality and data protection requirements when working across partner organisations.

These are the normal duties which are required of the position; however, we do require that all staff be flexible and may be required to perform other duties to ensure the efficient running of services. The role will primarily be based at our offices in Engine House, Erith will some requirement to travel across Bexley.

Essential Criteria

1. Experience of working in a health, social care, community, voluntary sector, advice, housing support or related frontline setting.
2. Strong ability to carry out holistic, person-centred assessments considering medical, psychological, social, practical and environmental needs.
3. Experience of case management and coordinating support across multiple services, including maintaining accurate records and following up agreed actions.
4. Good understanding of social determinants of health, including housing, homelessness risk, debt, isolation, confidence, digital exclusion and access to community support.
5. Understanding of homelessness prevention approaches, housing options and the importance of early intervention to prevent housing crises.
6. Ability to support residents to navigate complex systems, understand correspondence, prepare information and engage with services in a calm and structured way.
7. Excellent communication and interpersonal skills, with the ability to build trust with residents, families, professionals and partner organisations.
8. Ability to manage expectations sensitively and honestly, especially where resident choices are constrained by policy, eligibility, availability or statutory processes.
9. Commitment to collaborative, non-adversarial partnership working with housing, health, voluntary sector and community partners.
10. Understanding of safeguarding principles and ability to identify, record and respond to concerns for children, young people and adults.
11. Ability to work independently, manage a caseload, prioritise effectively and escalate appropriately when risk or complexity increases.
12. Commitment to equality, diversity, inclusion and trauma-informed, strengths-based practice.

Desirable Criteria

1. Experience or knowledge of social prescribing, link worker roles, community navigation or personalised care.
2. Experience of housing-related support, homelessness prevention, housing applications, allocations, disrepair, overcrowding, tenancy sustainment or housing association liaison.

3. Knowledge of local Bexley community services, voluntary sector organisations, housing pathways or neighbourhood assets.
4. Experience supporting residents with digital access barriers, form completion or online applications.
5. Experience of advocacy, community engagement, resident voice, peer support or working with people experiencing distress, crisis or complex social need.
6. Understanding of Integrated Neighbourhood Team working and the importance of bringing health, housing, adult social care and voluntary sector partners together.
7. Ability to contribute to training, reflective practice, service improvement, local intelligence gathering and outcome reporting.
8. Experience of working within a families-first or whole-family approach.

Additional Information

Please submit your supporting statement addressing each of the person specification points above, your CV and monitoring form by **23:59pm, 11th October 2026** to humanresources@bvsc.co.uk

Please note, a member of the housing team will be part of the interview panel, therefore CV's and cover letters will be shared with them.

If you do not hear from us, please assume your application was not successful, we are unable to provide feedback on applications which are not shortlisted.

Please note, safer recruitment processes and appropriate pre-appointment checks will be completed before any role is confirmed.

We recognise that AI tools can be useful for basic checks such as spelling or grammar. However, we ask that candidates do not use AI to write or generate responses within their application. We value authenticity and want to hear your voice, experiences and motivations throughout the process.

If you would like an informal chat about the role or any reasonable adjustments required for the application or interview, please contact BVSC's HR team who can arrange this.