

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)
- 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:	Senior Community Wellbeing Coordinator
Responsible to:	Social Prescribing Team Lead
Salary:	£36,690 pa, inc OLV + 6% pension contribution
Hours:	28 or 35 hours across 4/5 days
Contract:	Fixed to 30 th September 2027 (possibility of extension)
Probationary period:	5 months

Purpose of Job

The Senior Community Wellbeing Coordinator will provide high-quality person-centred social prescribing support to adults, children, young people and families across Bexley, whilst acting as a senior within the Community Connect team.

The postholder will manage a caseload that may include more complex residents requiring enhanced coordination, multi-agency working, safeguarding oversight or professional judgement. They will support the Social Prescribing Team Lead in maintaining service quality, developing best practice, mentoring colleagues and identifying opportunities for service improvement.

The role combines direct resident support with responsibilities for supporting colleagues, promoting consistency of practice, strengthening partnerships and contributing to the ongoing development of the Community Connect service.

Aims of the project

The Social Prescribing Project aims to improve the emotional, social, and physical wellbeing of adults, children & young people and families through a whole-family approach where appropriate. It connects residents to positive community activities and services, builds resilience and confidence, and helps reduce health inequalities while easing pressure on clinical and statutory services.

Summary of main duties

- Act as a senior wellbeing coordinator within the Community Connect team, providing advice, guidance and support to colleagues on complex cases.
- Support the Social Prescribing Team Lead with service development, quality assurance and continuous improvement activities.
- Assist with induction, mentoring and informal coaching of new team members.
- Support colleagues to navigate complex safeguarding situations and identify when escalation or multi-agency intervention may be required.

- Undertake regular case audits and record quality checks as directed by the Team Lead.
- Share learning, emerging themes and examples of good practice across the service.
- Deputise for the Social Prescribing Team Lead at internal and external meetings where appropriate.
- Support the implementation of new initiatives, projects and partnership developments.
- Manage a caseload that may include residents experiencing multiple disadvantages, complex safeguarding concerns, family challenges, mental health difficulties or situations requiring extensive multi-agency coordination.
- Develop personalised action plans that support residents to improve their health and wellbeing and achieve their identified goals.
- Support residents to access voluntary, community and statutory services and activities that are relevant to their needs.
- Provide ongoing support through a combination of face-to-face meetings, telephone calls, digital contact, supported appointments and practical guidance as appropriate.
- Monitor progress, review outcomes and adapt support plans where required to ensure residents remain engaged and able to access appropriate support.
- Develop clear exit strategies and ensure residents, families and carers understand their ongoing support options prior to discharge.
- Actively feedback resident insight, emerging themes and identified gaps in provision to support service development and strengthen the local voluntary and community sector.
- To assist in maintaining the database of local services and activities in Bexley.
- Meet residents in a variety of locations including community locations such as Bexley GP Practices, Urgent Treatment centres and libraries.
- Maintain accurate and timely records on BVSC's CRM system, ensuring data quality and compliance with organisational and contractual requirements.
- Work in partnership with GP Surgeries, including providing patient updates, regular outreach sessions and attending multi-disciplinary meetings and keeping information displays up to date.
- Work collaboratively with colleagues and partner organisations to support a whole-family approach where appropriate, recognising the impact that health and wellbeing challenges can have across households.
- Build strong working relationships with the wider voluntary sector and publicise the service with schools and healthcare professionals.

- Support colleagues to identify, assess and respond appropriately to safeguarding concerns affecting children, young people and adults, escalating concerns in accordance with local and organisational procedures.
- Be a champion of Social Prescribing, and the voluntary sector, locally, regionally, and nationally.
- Undertake any other duties and tasks which may reasonably be required, as discussed with line-manager.
- Adhere to and actively implement BVSC's policies and procedures such as Equality and Diversity, Health & Safety and Safeguarding.
- Commit to undertaking any training considered necessary to ensure and develop own knowledge and skills to effectively deliver the role.

Person Specification

Candidates will be required to demonstrate how they meet the skills and experience in their supporting statement, outlined in the criteria below. Please address each of the criteria in turn.

Essential Criteria

- Understanding of social prescribing and the role community-based support can play in improving health and wellbeing outcomes.
- Significant experience of supporting either adults or children and young people in a health, care, education, community or voluntary sector setting.
- Experience of supporting, mentoring, coaching or guiding colleagues, volunteers or students.
- Experience of managing complex cases requiring multi-agency working and professional judgement.
- Ability to adapt person-centred approaches to meet the needs of residents at different stages of life, including children, young people, adults and families.
- Experience of working within a framework of confidentiality and with access to sensitive personal data.
- Excellent interpersonal skills with experience of working with people from diverse backgrounds. Ability to build rapport with a wide range of people demonstrating empathy and understanding.
- Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems.

- Experience of identifying and responding to safeguarding concerns involving adults, children and young people.
- Experience of contributing to service development, quality improvement or implementation of new ways of working.
- Excellent communication skills, enabling you to confidently receive referrals on the phone & email; extracting relevant information whilst ensuring people feel supported and informed.
- A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines.
- Be able to work on your own initiative and meet deadlines.
- Enthusiasm, flexibility and a positive 'can do' attitude.
- Ability to influence and build positive working relationships across organisational boundaries.
- Understanding of health inequalities and wider determinants of health, particularly within the North of Bexley borough including Thamesmead, Belvedere, Erith, Slade Green.
- Existing knowledge of local voluntary sector services and resources and understanding of Health and Social Care Services.

Desirable Criteria

- A health or social care related qualification.
- Understanding of issues affecting children and young people and the principles of self-care.
- Have access to own transport (car, motorbike or bicycle) and able to travel efficiently across the borough.

Additional Information

Please submit your covering letter (no more than two pages) addressing each of the person specification points above, your CV and monitoring form by **23:59pm on 25th October 2026** to humanresources@bvsc.co.uk

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.