

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: Social Prescribing Team Lead
Responsible to: Head of Health & Wellbeing
Salary: £40,620 pa pro rata, including OLV + 6% pension contribution
Hours: We welcome applications for 0.8-1.0 FTE. Full-time hours are 35 per week, with flexible working around core hours of 10am-4pm
Contract: Fixed to September 2027 (possible extension)
Probationary period: 5 months

Purpose of Job

The Social Prescribing Team Lead is responsible for the operational leadership and development of the Social Prescribing Service.

The postholder will lead and support a team of Social Prescribing Link Workers, ensuring the delivery of high-quality, person-centred support that helps residents improve their health and wellbeing through access to community-based services and activities.

Working closely with healthcare professionals, commissioners, voluntary sector organisations and wider system partners, the Team Lead will strengthen relationships, identify emerging community needs and service gaps and opportunities for development, and use insight and performance data to support continuous service improvement. Whilst primarily focused on leadership and service development, the postholder will maintain a small caseload to support residents directly and retain a strong understanding of the challenges and opportunities facing local communities.

The role combines leadership, partnership working and quality assurance responsibilities with a small, resident-facing caseload.

Aims of the project

Community Connect is Bexley's Social Prescribing Service, supporting residents to improve their health, wellbeing and independence by connecting them with the local community, voluntary and statutory services.

The project aims to:

- Empower residents to take greater control of their health and wellbeing through personalised, strengths-based support.
- Address the wider determinants of health, including loneliness, social isolation, housing, financial wellbeing, physical activity and community participation.
- Reduce health inequalities by improving access to support for residents who may face barriers to engaging with traditional health and care services.
- Strengthen connections between primary care, community services, local authority partners and the voluntary and community sector.
- Increase awareness and utilisation of local community assets, activities and support services.
- Generate insight into the needs of local communities, helping commissioners and partners identify gaps in provision and opportunities for service development.

- Deliver measurable outcomes for residents, communities and commissioners through a high-quality, evidence-based social prescribing service.

The post-holder will be responsible for:

Helping: Support Community Wellbeing Co-ordinators to deliver high-quality, person-centred support that enables residents to improve their health, wellbeing and independence.

Contribute: Build strong relationships across primary care, local authority, voluntary sector and community services to ensure residents can access the right support at the right time.

Inspire: Use insight, performance data and feedback to identify opportunities for service improvement and help address health inequalities across Bexley.

Impact: Provide leadership, guidance and support to the Community Connect team, promoting wellbeing, learning, quality and continuous improvement.

Summary of main duties

- Provide day-to-day operational leadership and line management support to the Social Prescribing Team, ensuring effective referral management, workload allocation, professional development, wellbeing and service quality standards.
- Conduct regular supervision, appraisal and development conversations with team members, supporting continuous learning and high standards of practice.
- Develop and maintain strong working relationships with GP practices, the Bexley Health Neighbourhood Care (BHNC), NHS partners, commissioners, local authority teams, housing services, voluntary sector organisations and wider system stakeholders to maximise outcomes for residents and support service development.
- Represent the service at meetings, forums and partnership groups, acting as an ambassador for social prescribing and the voluntary sector across Bexley.
- Gather, analyse and communicate resident feedback, service data and community intelligence to identify emerging trends, unmet need, barriers to access and gaps in provision, supporting service development and strengthening the local voluntary and community sector.
- Produce regular performance reports for commissioners and partners, ensuring contractual KPI requirements are met and communicated effectively.
- Monitor service performance against agreed targets and support continuous improvement initiatives to enhance outcomes for residents.
- Liaise with GP's and surgeries and provide reporting on referrals, appropriateness and work together to enhance the service for residents.
- Maintain a reduced caseload of residents, undertaking person-centred assessments, developing support plans, facilitating access to community services and providing ongoing support where appropriate.

- Work closely with the Head of Health & Wellbeing to identify opportunities for service improvement, innovation and development, supporting the delivery of high-quality, resident-centred services and to ensure contractual requirements, performance targets and reporting obligations are met.
- Identify and escalate risks affecting residents, service delivery or contractual performance, working proactively to develop solutions where appropriate.
- Maintain oversight of service quality, data accuracy, record keeping and contractual compliance, undertaking regular audits and addressing any issues identified.
- Work in partnership with GP Surgeries, including providing patient updates, regular outreach sessions and attending multi-disciplinary meetings.
- 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.
- Provide safeguarding advice and support to team members, ensuring concerns relating to children, young people and adults are appropriately identified, escalated, recorded and managed in line with policy and procedure.
- Commit to undertaking any training considered necessary to ensure and develop own knowledge and skills to effectively deliver the role.

Person Specification

Essential Criteria

1. Experience of working in a person-centred way in any health or care services.
2. Experience of working within a framework of confidentiality and with access to sensitive personal data.
3. 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.
4. Demonstrable experience of building trusted relationships and supporting people using a person-centred approach.
5. Excellent IT skills including previous use of Microsoft Office (especially Microsoft Excel) and CRM database systems.
6. A creative problem solver and able to prioritise a varied workload, managing conflicting priorities to meet deadlines.
7. Have access to own transport (car, motorbike or bicycle) and able to travel efficiently across the borough.
8. Able to work on your own initiative and meet deadlines.

9. Experience of providing leadership, supervision or line management support to staff or volunteers.
10. Experience of supporting staff wellbeing, performance and professional development.
11. Experience of building and maintaining effective relationships with a range of stakeholders including healthcare professionals, community organisations and public sector partners.
12. Experience of using data and performance information to monitor service delivery and produce reports.
13. Knowledge of safeguarding responsibilities for children, young people and adults and confidence in recognising and escalating concerns appropriately.
14. Understanding of social prescribing and the role of community-based support in improving health and wellbeing outcomes.
15. Understanding of health inequalities and wider determinants of health and the role social prescribing can play in reducing them.

Desirable Criteria

16. Knowledge of the Bexley voluntary and community sector and wider health, care and housing landscape, particularly communities experiencing poorer health outcomes.
17. Experience working within multi-agency or integrated systems.
18. A health or social care related qualification.
19. Experience of contributing to service improvement, quality improvement or project development activities.

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, 11th 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.