



Job Title:

Môn Community Link Officer

Accountable to:

Chief Officer, Medrwn Môn



www.medrwnmon.org

Job Description:

Salary: SCP PT 19 £31,067

Hours: 37 hours per week. 25 days per annum annual leave, plus bank holidays, plus 4 additional days over the Christmas period

The post will attract a contribution of 17% of annual salary to Medrwn Môn's approved pension scheme



Main purpose of the role:

- 🌱 To deliver the Môn Community Link helpline service to users, ensuring service delivery is of the highest standard and in line with Medrwn Môn's ethos, values and aims.
- 🌱 To maintain the Elemental Social Prescribing record management system.
- 🌱 Provide information on third sector organisations to health and social care professionals

Key relationships:

Reporting to the Board of Trustees, the role will create, manage and maintain relationships with the following stakeholders to raise the profile of the Organisation, its vision and mission.

- 🌱 **Voluntary sector:** third sector organisations and community groups, Community Alliances, volunteers, partner CVCs,
- 🌱 **Public sector:** Anglesey County Council, Welsh Government, BCUHB, Gwynedd & Anglesey Public Service Board, Public Health Wales, North Wales Police, North Wales Fire and Rescue, Welsh Ambulance Service,



Key Accountabilities:



- 🌱 Answering calls to the Môn Community Link helpline, and respond appropriately to telephone, written and email enquiries
- 🌱 Provide information & advice to individuals where appropriate to do so or make an onward referral to the Link team for one-to-one support
- 🌱 Refer service users to relevant third sector organisations that can support them with their needs
- 🌱 Monitor the service user's journey through developing & maintaining feedback systems, sharing insight with other staff/partners as appropriate
- 🌱 Monitor and evaluate service provision and statistics using Key Performance Indicators (KPI's) on a monthly, quarterly and annual basis
- 🌱 Present quantitative and qualitative statistical analysis of Môn Community Link's data and information. Collate, analyse and report on service statistics on a regular basis to inform strategic and operational planning and monitoring
- 🌱 Work with the Link team to prepare promotional materials for the project, including up to date case studies booklets
- 🌱 Attend and play an active role in internal working groups discussing Social Prescribing.
- 🌱 General administrative and office duties

Progress Management:

- 🌱 Contribute to our Customer Relationship Management database
- 🌱 Maintain Medrwn Môn's Third Sector Directory
- 🌱 Collate and monitor the representation of the sector against the National Principles of Public Engagement in Wales
- 🌱 Contribute to Medrwn Môn's working groups, and to joint working groups within the Organisation where appropriate
- 🌱 Ensure reports are completed within timescales and are placed on appropriate agendas
- 🌱 Present findings and progress against targets to local, regional and national partners when required



The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the organisation.

Medrwn Môn uses the Agile approach to deliver our services. 'Agile' is a project management approach based on delivering a service responsively, throughout its life cycle. We encourage staff to become involved in this way of working on a regular basis. To carry out the process, we invite staff to join self-organising teams (called Scrums), to get together in short timescales (known as 'Sprints') to complete the piece of work by allocating roles and tasks between them. One of the aims of an agile approach is to release benefits throughout the process rather than only at the end.

As an Organisation Medrwn Môn promotes an Active Workplace. We encourage our staff to identify and adopt ways of working which seek to improve health, well-being, and physical activity within the workplace. Some good examples can be found by following this link: <https://toolkit.greatersport.co.uk/getting-started/>



Personal Specification

The ideal candidate:

- Will have an understanding of the voluntary sector's role in health, wellbeing and social care
- Will have the ability to communicate effectively with individuals and organisations at varying levels, whilst maintaining clear professional boundaries
- Will have a positive and creative approach to tackling tasks
- Be confident engaging through both Welsh and English

Knowledge and understanding:

Essential

- Experience of working in a busy office environment
- Experience of keeping accurate data and records and creating case studies and reports demonstrating the impact of the project
- Experience of promoting projects, attending meetings and presenting information in a number of engaging formats
- Experience of establishing and maintaining effective relationships with staff and partner agencies
- Experience of working in small task-driven working groups
- Values driven, high standards of integrity and professional/ethical standards
- Managing a CRM platform

