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| **Job Title** | Community Links Advisor |
| **Function** | Operations |
| **Department/Team** | East Surrey Community Connections |
| **Reports to** | Team Manager |
| **Direct Reports** | 0 |
| **Dimensions (budget, people span of control)** | Not Applicable |
| **DBS Check Level Required** | Enhanced Adult and child |
| **Grade/Job Evaluation Level** | C30 |
| **Salary Banding** | £26,820 - £26,976 FTE, inclusive of £2,250 Location allowance |
| **Created/Reviewed date** | September 2025 |

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| **You will be working for**  (Description of Waythrough and specifics of Service/Function/Office) |
| Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.  We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.  Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.   * **Kindness:**be generous, caring and compassionate. * **Courage:**be bold, trust, commit. * **Respect:**everyone deserves dignity.   Our East Surrey Community Connections service seeks to support individuals aged 16+ with their mental health and emotional wellbeing to connect or re-connect to their community through one-to-one support, wellbeing courses, peer support groups and activities.  We believe that recovery is a journey. We celebrate and build upon people’s successes, as well as supporting people in learning from their setbacks, to overcome any obstacles along the road to their recovery.  Ultimately, we believe in working with the people we support to empower them to take their next steps on their recovery journey. |

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| **Purpose of the Role** |
| * To support the people using our services to achieve their life goals * To assist with the safe and successful daily running of the service * To work as part of a team towards agreed service/contract targets |

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| **Key Accountabilities**  (List of accountabilities specific to this role) |
| * Support people with mental health problems to access community based activities. * Negotiate opportunities for people with mental health problems to participate and use mainstream services. * Maintain and regularly update a database of non-employment opportunities in the community. This will involve detailed research and networking into the statutory, voluntary and commercial sectors and will include research targeted at minority and under-represented groups. * Use appropriate publicity methods to ensure clients are kept informed about current opportunities for community participation. * Build and maintain partnerships with other community agencies so as to foster understanding, access resources and create a wide spectrum of opportunities and choice for people with mental health problems. To include: * Promotion of service users’ rights to access all services and provide support to the agencies accepting clients so as to facilitate successful placements. * Where appropriate, work with agencies to develop new arrangements and procedures so as to provide more open access for mental health clients. * Ensure that appropriate support is made available to service users and community organisations. * Regularly review the progress service users make in their community placements, through action planning and review. * Provide direct support where appropriate in order to help maximise the extent to which clients can participate in community settings. * Implement the organisation’s Diversity Policy in day-to-day work. * Promote the service within Community Mental Health Teams and other agencies/referrers. * This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements of the project and will be in keeping with the general profile of the post. |
| **Your Attributes:** |
| * Positive, enthusiastic, friendly and approachable * Flexible and adaptable * Calm, patient and resilient * Compassionate and empowering * Respectful and non-judgemental * Willing to help and eager to learn |

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| **General Accountabilities**  (List of accountabilities applicable to all roles) |
| **Teamwork**  • Creates positive working relationships with other team members  • Works to achieve group as well as individual objectives  • Recognises, contributes and supports when others need help  **Communication**  • Communicates professionally, effectively, positively and in a timely manner  • Records information clearly and in line with procedures and systems  • Projects a positive image of the service & organisation to all stakeholders  **Planning and Organising to Achieve Results**  • Takes responsibility for planning, prioritising and managing own workload  • Works effectively to targets, maximising use of resources and effort  • Works in accordance with policies and procedures  **Customer Focus**  • Puts the client at the heart of their own recovery, respecting individual choice  • Motivates supports and advocates on behalf people using our services  • Builds positive relationships with a wide range of people  **Valuing Diversity**   * Demonstrates understanding and awareness of other values, cultures and practices and recognises their value in delivering the service * Models the organisations expectations with regard to equalities practice   **Continuous Improvement**   * Actively seeks to improve knowledge skills and understanding * Suggests ways to improve delivery & responds positively to change * Invites and responds positively to feedback, individually and at service level   **Technical Competence**   * Literate & Numerate * IT Competent – familiar with Outlook and Microsoft Office applications such as Word and confident recording information electronically |

**Person Specification**

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| **Qualifications** | **Essential or Desirable** |
| Degree Level Education | Desirable |

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| **Skills** | **Essential or Desirable** |
| **PLEASE ADDRESS IN YOUR CV OR SUPPORTING STATEMENT FOR SHORTLISTING PURPOSES** |  |
| Ability to communicate effectively at all levels | Essential |
| Ability to respond compassionately to sensitive and complex issues | Essential |
| Able to motivate, support and advocate for people using services | Essential |
| Able to work effectively unsupervised and as part of a team | Essential |
| Able to keep good and accurate records | Essential |
| Ability to plan and prioritise workload | Essential |
| **TO BE ASSESSED AT INTERVIEW STAGE** |  |
| Good interpersonal and listening skills | Essential |
| Able to demonstrate a commitment to self-development & training | Essential |
| Able to demonstrate personal & professional integrity | Essential |
| Ability to work under pressure | Essential |
| Basic IT skills, including in Word, and email | Essential |
| **OTHER** |  |
| Able to work flexibly to meet the needs of the Service and people using services | Essential |

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| **Experience** | **Essential or Desirable** |
| Experience of managing a caseload and/or experience support people with managing their mental health in a personal or professional capacity | Essential |