



**VOLUNTARY ACTION  
MERTHYR TYDFIL  
GWEITHREDU GWIRFODDOL  
MERTHYR TUDFUL**

## **VOLUNTARY ACTION MERTHYR TYDFIL**

### **JOB DESCRIPTION**

<b>Title:</b>	<b>Tackling Loneliness &amp; Isolation Development Officer</b>
<b>Accountable to:</b>	<b>Health &amp; Wellbeing Manager</b>
<b>Salary:</b>	<b>£25,419</b>
<b>Hours:</b>	<b>37</b>
<b>Term:</b>	<b>Fixed term until 31<sup>st</sup> March 2023</b>
<b>Location:</b>	<b>Merthyr Tydfil</b>

#### **Role Purpose:**

- To work collaboratively to tackle loneliness and isolation in Merthyr Tydfil and Rhondda Cynon Taf

#### **Main Responsibilities**

- To work in partnership with community groups, community hubs and other third sector services to develop initiatives that address loneliness and isolation in priority communities
- To develop new initiatives in priority communities co-productively with citizens
- To connect befriending services and their clients to other initiatives that tackle loneliness and isolation (eg grant funded and other non-commissioned third sector community based services as well as commissioned services)
- To convene and facilitate the regional third sector

	<p>befriending network, ensuring strong connections within the partnership structure particularly the Public Service Board</p> <ul style="list-style-type: none"> <li>• Identify gaps in service provision within the communities in which the post holder operates; working with colleagues and other agencies to help initiate the creation of new support arrangements or services to meet the identified local community needs.</li> <li>• Create community solutions to address isolation and loneliness by facilitating interaction with relevant stakeholders</li> <li>• Maintain accurate records to gather and analyse data to support ongoing needs assessment, measurement of outcomes, evaluation and monitoring.</li> <li>• To support community group members to develop skills and knowledge to enhance their projects sustainability</li> <li>• To support community groups / third sector organisations to make proposals that tackle loneliness and isolation and assist in the implementation of those projects</li> <li>• Contributing to social media channels</li> <li>• Contributing to the VAMT newsletter and website</li> <li>• Provide quarterly reports against the VAMT Operational Plan as required by the Board</li> <li>• Reporting on the Customer Relationship Management system and updating information on contacts and organisations</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Attending and making good use of supervision</li> <li>• Deputise for other staff when necessary and appropriate</li> <li>• Undertaking training as required</li> <li>• Be prepared to work during evenings and at weekends from time to time (A flexi time system is in place)</li> <li>• Participate in internal working groups to further</li> </ul>

	<p>VAMT's organisational development</p> <ul style="list-style-type: none"><li>• Undertaking other duties which are not detailed in this job description, but which meet VAMT's aims to assist and support the work of the voluntary sector in Merthyr Tydfil.</li></ul>
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## PERSON SPECIFICATION

### TACKLING LONELINESS & ISOLATION DEVELOPMENT OFFICER

<p><b>Essential Criteria</b></p>	<ul style="list-style-type: none"> <li>• Educated to NVQ Level 3</li> <li>• Direct experience of working with communities</li> <li>• Direct experience of working in the third sector</li> <li>• Direct experience of supporting community groups to develop and implement projects</li> <li>• Direct experience of partnership working with a variety of partners, both statutory and third sector</li> <li>• Communicate assertively on a variety of levels, both in writing and verbally</li> <li>• Ability to work on own initiative and to work without direct supervision</li> <li>• Ability to plan work and organise under pressure</li> <li>• Proficient in the use of digital office systems and social media platforms</li> <li>• Ability to use databases/CRM systems and ICT to effectively meet the expectations of the organisation and funder</li> <li>• Evaluation and monitoring skills and demonstration of impact</li> <li>• Understanding of loneliness and isolation and its impact on wellbeing</li> <li>• Some understanding of social policy and relevant legislation in Wales</li> <li>• Possession of a full current driving licence and access to private transport for use at work</li> </ul>
<p><b>Desirable Criteria</b></p>	<ul style="list-style-type: none"> <li>• Awareness of the third sector contribution to tackling loneliness and isolation</li> <li>• Ability to be creative and innovative in seeking solutions with people</li> <li>• working in a collaborative and coproductive manner</li> <li>• equal opportunities</li> <li>• Awareness of data protection principles (GDPR)</li> </ul>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Works co-operatively with others to get things done, willingly giving help and support to colleagues</li> <li>• Acts with integrity</li> <li>• Takes ownership for resolving problems, demonstrating courage and resilience</li> <li>• Positive about change, adapting to different ways of working</li> <li>• Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge</li> <li>• Is approachable, developing positive working relationships and good team spirit</li> <li>• Knowledge, understanding and commitment to equality,</li> </ul>

	<p>diversity and inclusion</p> <ul style="list-style-type: none"><li>• A commitment to being an ambassador for the voluntary and community sector.</li></ul>
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The contents of this document will be subject to review from time to time in consultation with the post holder. Job descriptions may be amended to reflect and record such changes.