

Job Description & Person Specification – Talking Points Community Connector

Job Title: Talking Points Community Connector

Location: Community based across different venues, alongside working at Warrington Voluntary Action, 89 Sankey Street, WA1 1SR

Reports to: Poverty Action and Community Collaboration Lead

Hours: Part time 18 hours per week

Contract duration: 7 months, fixed term

Salary: £12,969 per annum (Equivalent to £26,658.98 for full time)

Purpose of the Role

The Community Connector will work within the Talking Point team to support the delivery of the Talking Points project, a community-based face to face support service, where residents are connected into the right people, places and support to live well.

Based with Warrington Voluntary Action, the role involves providing person-centred interventions to connect individuals to community support that enhances their health and wellbeing. The Talking Point Community Connector will work alongside local organisations to connect people into the right support at the right time, including around cost of living and financial challenges, housing, lifestyle support, social isolation, mobility, carers support and much more.

Key Responsibilities and Tasks

The TP Community Connector is responsible for delivering friendly, professional, person-centred support in face-to-face sessions across different community Talking Point venues throughout Warrington. This includes offering a warm welcome and a listening ear, to understand a person's situation and what is important to them and then working to connect them into the right support to meet their needs. Connecting individuals to community-based support, local groups, statutory services and providing direct support during the session where appropriate.

The TP Community Connector will also engage with local VCSE (Voluntary, Community, and Social Enterprise) organisations and community groups to forge strong connections. They will work with the Talking Point staff and volunteer team to help promote the sessions, develop partnerships with community stakeholders and support the development of any new venues where necessary.

Data will be captured sensitively, maintaining confidentiality and adhering to data protection policies. The TP Community Connector will contribute to monitoring systems to track progress, outcomes, and the impact of the service.

Person Specification

Essential:

- Experience working face-to-face in a community-based role.
- Knowledge of local community services and statutory sector services.
- Strong communication and interpersonal skills, with a friendly and approachable manner.
- Excellent IT skills including navigating online information and all Microsoft applications.
- Ability to work independently and within a team.
- Understanding of safeguarding and risk management.
- Adaptable and flexible with strong problem-solving skills.
- Excellent organisational skills with the ability to manage multiple priorities.

Desirable

- Previous experience in an advice/ support role such as Social Prescribing, advice worker, support worker role.
- Familiarity with local voluntary and community sector organisations in Warrington.

General Requirements

- Adhere to WVA's organisational policies, including confidentiality, safeguarding, and lone working.
- Participate in training and development activities to enhance role effectiveness.
- Work collaboratively with team members to achieve service goals.
- Undertake any additional tasks as required to support the service.

Additional information

- A DBS check is required for this role
- Travel expenses reimbursed

How to Apply

If submitting a written application is not the best way to tell us about your skills and experience, please let us know and we will discuss your needs with you.

We actively encourage people from all backgrounds including people with disabilities or support needs, to apply for this opportunity as we really want applicants to reflect the diverse demographics of Warrington residents.

If you feel you have the attitudes, skills and experience to work with us to support this project, please email your C.V. plus a personal statement - clearly indicating how you meet the person and role specification outlined above to caitlin@warringtonva.org.uk

Please note, CVs without a personal statement will not be considered.

Closing Date: Sunday 14th September 2025

Interviews: Due to be held week commencing 22nd September

Thank you for your interest in this role. If you have not heard from us via email by close of business Tuesday 16th September, you have not been shortlisted on this occasion. Unfortunately, we are unable to provide feedback to applicants who do not progress to interview stage.