

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 12 hours per week (to be worked over 3 days)

Contract duration: 12 months, fixed term

Salary: £8,648 - £8,991 per annum dependant on experience (Equivalent to £26,666 - £27,724 for full time)

Role Overview

Talking Points are places where people can go to get friendly, face-to-face information, support and guidance to help them to live and stay well in Warrington.

Talking Points are drop in, open access spaces based in the heart of communities, in places across Warrington that are comfortable and accessible for residents. At every Talking Point session, guests are welcomed with the offer of a hot drink and a listening ear to talk through their concerns or issues and the Talking Point team will then work with the person towards the outcomes that are important to them.

The Community Connector will work within the Talking Point team to support the delivery of the Talking Points project, providing 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 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 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, mental health and wellbeing, lifestyle support, social isolation, Asylum Seeker and Refugee support, mobility, carers support and much more.

The TP Community Connector will also engage with local VCFSE (Voluntary, Community, Faith 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 through a person-centred approach.
- Knowledge of local community services and statutory sector services.
- Strong communication and interpersonal skills, with a friendly, approachable and empathetic manner.
- Experience of partnership working in an operational role.
- 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.
- Ability to remain calm under pressure, whilst having clarity and the ability to navigate conversations to ensure a thorough understanding of a persons needs and goals.
- 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.
- Knowledge of national support mechanisms and organisations.

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 10th May 2025

Interviews: Due to be held on Monday 18th May 2026

Thank you for your interest in this role. If you have not heard from us via email by close of business Tuesday 12th May, you have not been shortlisted on this occasion. Unfortunately, we are unable to provide feedback to applicants who do not progress to interview stage.