IMPROVING LIVES PLYMOUTH · JOB DESCRIPTION

Community and Connection Practitioner

Job	Community and Connection Practitioner
Focus Area / Work Streams	Community Wellbeing Programmes, Active for All Activities, Community Engagement and Connection
Contract Type	Permanent
Salary	£23,168.60 – £24,733.80
Hours	28 hours per week – Monday, Tuesday, Thursday and Friday
Location	Mannamead Hub, City Centre Wellbeing Hub, Community and Remote Working
Reporting to	Community and Connections Manager
Responsible for	Supporting volunteers, running and leading activities
Key Stakeholders	Plymouth City Council, NHS, Public Health, Education Providers, Wellbeing Hubs, Community Groups and VCSE Organisations

This post is subject to a Disclosure and Barring Service (DBS) check.

A full UK driving licence and access to a vehicle are essential.

Role Summary and Purpose

The Community and Connection Practitioner delivers person-centred support, community wellbeing programmes and inclusive activities that improve health, wellbeing and social connection across Plymouth.

As part of Improving Lives Plymouth's Community and Connection team, the role has lead responsibility for delivering community wellbeing and connection activities, including the Active for All programme, community groups, walks, peer support opportunities and other accessible activities that reduce isolation and help people become more connected.

Working across wellbeing hubs, neighbourhoods and community settings, the postholder will provide one-to-one support, facilitate group activities and develop opportunities that build confidence, resilience, independence and a sense of belonging. The role supports people to access community resources, develop life skills, strengthen social connections and achieve outcomes that matter to them.

The postholder will work collaboratively with community partners, statutory organisations and local groups to ensure services are inclusive, accessible and shaped by lived experience. The role combines direct support, community engagement, programme delivery and partnership working to help people and communities thrive.

Key Responsibilities

1 Person-Centred Support and Community Engagement

- Build trusted relationships with individuals, community groups, activity participants and partner organisations.
- Support individuals to identify their strengths, build confidence and resilience, achieve personal goals, and overcome barriers to wellbeing and social inclusion.
- Provide information, advice, guidance, signposting and practical support, responding flexibly to individual needs.
- Support people to develop independence, life skills and positive connections within their communities.
- Use strengths-based and community development approaches to connect individuals with opportunities, services and local resources.
- Promote co-production by ensuring lived experience and community voice influence service delivery and development.
- Promote wellbeing, independence and resilience through relationship-based practice.

2 Delivery of Wellbeing Programmes and Activities

- Deliver inclusive community wellbeing programmes and activities that improve wellbeing, increase participation and reduce isolation.
- Plan, risk assess and facilitate safe, engaging and accessible group sessions, workshops and wellbeing activities.
- Deliver one-to-one interventions alongside group-based support where appropriate.
- Coordinate social activities, peer support opportunities, workshops and community events that build confidence, strengthen community connections and promote positive wellbeing.
- Encourage participation by adapting activities to meet individual needs and reduce barriers to engagement.
- Support the planning and delivery of awareness campaigns, engagement events and community activities throughout the year.

3 Operational Delivery and Case Management

- Manage referrals and maintain accurate client records, case notes and outcome measures using organisational systems.
- Undertake safeguarding responsibilities, risk assessments and lone-working procedures in line with organisational policies and procedures.
- Monitor progress against agreed outcomes and contribute to reporting and evaluation requirements.

- Support volunteers, students and peer supporters where appropriate.
- Contribute to the continuous improvement, sustainability and development of services through feedback, learning and innovation.

4 Community Development and Inclusive Practice

- Work alongside individuals, community groups and partners to develop inclusive health, wellbeing and social opportunities.
- Support the reduction of barriers that prevent people and underrepresented communities from accessing services, activities and opportunities.
- Facilitate engagement sessions, focus groups and co-production activities to gather lived experience and community insight.
- Work collaboratively with community partners, wellbeing hubs and local organisations to develop inclusive activities, identify barriers to participation and promote accessible community opportunities.
- Contribute to the development of welcoming and accessible community spaces that encourage participation, connection and wellbeing.
- Promote equality, diversity, inclusion and accessibility across all aspects of service delivery.

5 Partnership Working and Community Collaboration

- Build and maintain positive relationships with statutory, voluntary, education and community organisations.
- Work collaboratively with Plymouth City Council, NHS partners, education providers, community organisations and wider VCSE organisations to improve outcomes for individuals and communities.
- Represent Improving Lives Plymouth at partnership meetings, community forums, stakeholder events and networking opportunities.
- Identify opportunities for collaborative working, community engagement and service development.
- Strengthen Improving Lives Plymouth's role as a trusted community partner, connector and advocate.

6 Integration and Organisational Development

- Support integrated working across Community and Connection services and wider organisational programmes.
- Promote joined-up, person-centred pathways that improve access to health, wellbeing and community opportunities.
- Contribute to organisational learning, evaluation and service development through feedback, reflection and innovation.
- Champion Improving Lives Plymouth's values of honesty, kindness, respect and listening.
- Participate in supervision, training and continuing professional development.
- Work flexibly across community locations and services to meet organisational priorities.

Person Specification

Experience

We welcome applications from people with a range of backgrounds. The following experience would be beneficial:

- Working or volunteering within community, wellbeing, inclusion or voluntary sector services.
- Supporting individuals to improve their wellbeing, confidence, independence or life opportunities.
- Providing one-to-one support, mentoring, coaching or guidance.
- Facilitating group activities, workshops, wellbeing programmes or community events.
- Engaging individuals and communities through outreach, education, health or voluntary sector settings.
- Working collaboratively with statutory, voluntary or community organisations.
- Maintaining accurate records and contributing to monitoring, evaluation or reporting activities.
- Supporting people experiencing barriers to participation, including caring responsibilities, disability, long-term health conditions or social disadvantage.
- Community engagement, co-production or partnership working would be advantageous.

Knowledge and Skills

- A person-centred, strengths-based approach to supporting individuals and communities.
- An understanding of the challenges experienced by people facing barriers to participation, including social isolation, disability, long-term health conditions and health inequalities.
- Strong communication and interpersonal skills, with the ability to build positive relationships with individuals, communities and partner organisations.
- Confidence in delivering both one-to-one support and group-based activities.
- Good organisational and time-management skills, with the ability to manage a varied workload.
- The ability to work independently and collaboratively within a team.
- Knowledge of safeguarding, confidentiality and safe working practices.
- Good IT skills, including Microsoft 365 and the ability to use organisational systems and databases.
- An understanding of equality, diversity, inclusion and accessibility, with a commitment to creating welcoming and inclusive services.

Values and Attributes

- A compassionate, person-centred and relationship-focused approach.
- A passion for supporting individuals and communities to improve their health, wellbeing and quality of life.
- Positive, proactive and solutions-focused, with a willingness to learn and develop.
- Collaborative and committed to working with colleagues, partners and communities.
- Flexible and adaptable, with the ability to respond to changing priorities and community needs.
- Committed to co-production, valuing lived experience and empowering people to shape services.
- Committed to Improving Lives Plymouth's values of honesty, kindness, respect and listening.

What This Role Looks Like in Practice

No two days are quite the same in this role, and that's one of the things we love about it.

One morning you might be leading a community wellbeing walk or welcoming people to an accessible activity. Later that day, you could be meeting with someone one-to-one to explore what support, connections or local opportunities would make the biggest difference to their wellbeing and confidence.

On another day, you might be supporting a yoga session, facilitating a peer support group, helping someone access wellbeing support, or working alongside community partners to create more inclusive activities and spaces.

You could find yourself:

- Delivering a wellbeing activity, workshop or support group.
- Planning and delivering accessible community activities such as wellbeing walks, social groups, workshops and seasonal programmes.
- Supporting someone to build confidence and connect with opportunities in their community.
- Attending a partnership meeting with local organisations to improve support for people across Plymouth.
- Chatting with volunteers and community members about new ideas and helping turn those ideas into reality.
- Gathering feedback from people with lived experience and using it to shape and improve services.
- Representing Improving Lives Plymouth at community events, awareness campaigns and local networks.

There may occasionally be evening activities, but these are planned in advance and balanced through flexible working arrangements.

Above all, this role is about helping people build confidence and connections and improve their health and wellbeing, whilst being part of a friendly team that believes communities thrive when people feel heard, valued and included.