



JOB DESCRIPTION

Job Title	: Link Worker
Reporting to	: Partnership Officer
Supervision/Management of people	: N/a
Based at	: Hwb Cana, Penywaun
Delivery Areas	: Trust programmes
Salary	: £33,712
Contract	: Fixed term to 30 th June 2027
Benefits	: Contributory pension, generous holiday allocation, and wellbeing offer

Purpose of the Post

To assist the Coalfields Regeneration Trust (CRT) in partnership with Macmillan Cancer Support, to deliver a conditions specific service across Cwm Taff Morgannwg University Health Board, to provide information, advice and support to clients diagnosed with cancer.

This role will involve remote working and managing an individual case load.

CRT Together is an important strategic programme and contributes towards the delivery of the CRT's Strategy and Operational plan. The role is an essential part of this programme and will be required to maintain quality standards, comply with our internal systems and processes and work with the Development Manager – CRT Together to review the effectiveness of the programme in response to community need.

Key Responsibilities:

One to One Support

- Provide bespoke support to people living with cancer.
- Support participants to overcome barriers and improve their health and wellbeing
- Refer participants to appropriate external support and resources that meets their needs, ensuring any necessary consent is recorded.

Holistic Support

- Undertake Holistic Needs Assessment (HNA) to cover practical, physical and emotional needs.
- Provide various support mechanisms such as: self-management guidance or to refer to external support services.
- Develop bespoke care plans and provide dedicated ongoing support to participants.

Group Support

- Develop, deliver and support health and wellbeing group activities through either direct delivery or supporting local groups to create new provision.

- Seek guidance and support from the Charity Support Team, where relevant, when developing activities.
- Identify, map and maintain a database of community resources.
- Monitor and assess the impact of activities delivered, identifying opportunities for improvement and sharing knowledge.

Stakeholder Engagement

- Develop relationships with a range of stakeholders in the community to create referral pathways.
- Ensure referral pathways are to stakeholders that have the necessary competence/skills and deliver services to a good standard.
- Maintain positive relationships with partners.

Cross Team Collaboration

- Undertake service evaluation in collaboration with CRT Together team members.
- Collaborate with wider CRT programmes to link programme delivery.

Main Requirements of the Post

Creativity & Innovation – Occasional use of creative skills to resolve routine/complex issues encountered within the role and assist in the development of new approaches/procedures within own work area; interpreting general guidelines when required.

Contacts & Relationships – Routinely exchange straightforward information and provide clear explanations/advice on general matters; tailoring the communication accordingly without lessening comprehension. Develop one to one client relationships over a period of time and be diplomatic in sensitive situations; providing care and compassion, persuading others to take the required course of action.

Reason for the contact may involve duties of an advisory nature on non-complex issues, public speaking to mixed interest groups and developing others by providing encouragement and guidance. The outcome can have a noticeable effect on the person, service or organisation contacted.

Decisions - Make decisions from established alternatives within clearly defined controls/procedures for programme delivery which will have a material effect on the service. Prioritise work and resolve the majority of problems encountered within the role, only referring problems which are very difficult, unusual or require specialist input.

Resources – Accountable for the use and safekeeping of data systems, maintaining adequate data protection measures and ensuring confidentiality is observed at all times.

Work Demands - Able to on rare occasions switch from one task to another in a different area of work and resolve conflicting priorities/resource needs.



Knowledge & Skills – Appropriate qualification and a detailed level of knowledge and skills in a specialist discipline to undertake a range of tasks involving the application of readily understood controls, procedures and processes.

Authorities of the Post

CRT's Senior Leadership Team has assigned authorities for all roles. These authorities are detailed in a separate authorities log and applicable policies and procedures.