



# Application Pack

**Service Co-ordinator (Community Development)  
ACE (Action in Caerau and Ely)**

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# Overview of the Post

## Job details

**Position:** Service Co-ordinator (Community Development)

**Project:** Yourspace

**Location:** Cardiff

**Hours:** 22.5 hours

**Salary:** £34,441 per annum (pro rata)

**Contract end date:** Fixed term until 31st January 2026 (with potential extension dependent on funding)

We are seeking an experienced co-ordinator to join the Yourspace team at ACE. Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community outreach activities and collaborative work to identify and fill gaps in local provision.

The role will lead an area-based team working within part of the geographical area covered by the service, providing day to day line management and operational management of activities. The role will also act as lead for community development within the Yourspace service across the whole area covered by the service, providing input and expertise to staff on project planning, project management and community development approaches.

You should have experience of leading the development and implementation of successful community development projects; experience of supporting and managing staff and volunteers; and a good understanding of community development, co-production and how to support and engage people with complex health and wellbeing needs.

**To apply for this role please complete the application form provided alongside this job pack**  
**Please note we are unable to accept CV's in lieu of an application form.**

Please submit your fully completed application to:

Email: [recruitment@aceplace.org](mailto:recruitment@aceplace.org)

If you have any queries please contact us on either the email above or:

Telephone no: 02920 003132

Address: Our Place Dusty Forge, 460 Cowbridge Road West, Ely, CF5 5BZ

**Deadline for applications:** Midnight, Sunday 13<sup>th</sup> July 2025

**Interview date:** TBC, please indicate on your application if there are any dates you are unavailable and we will try to work around these where possible.

We aim to contact shortlisted candidates by 5pm on Thursday 17<sup>th</sup> July.

# ACE: An Introduction

## Mission

ACE – Action in Caerau and Ely is a community organisation located in West Cardiff. We have over 1000 local members, many of whom are active contributors to local community development and regeneration efforts. Over half our staff team live in Ely and Caerau. We base our work on the following principles:

- Local people know their community best
- Everyone has something unique to contribute
- Everyone's contribution should be valued equally
- Poverty should not be accepted as a fact of life
- Social injustice should be challenged and changed

These commitments lead us to take an approach influenced by theories of 'co-production' and asset based community development. This means we work with local people as full participants in the design and delivery of services and activities. We experience and treat our community not primarily as a problem needing solving but as a vibrant network of communities that has many assets and opportunities that have been undervalued and ignored – these include skills, knowledge, experience, social networks, good will, buildings, land, resources, culture and heritage. ACE has a high profile and strong reputation in Cardiff and further afield for developing these resources to serve a holistic approach to community regeneration, to create community resilience and to tackle poverty. We are increasingly called upon to support the development of similar initiatives in other areas of the city.

## Vision

In this context ACE seeks to meet the need for:

- A local organisation that can coordinate, harness and promote a positive vision for our community
- An organisation that can coordinate and facilitate a range of responses towards this vision and can mobilise local people to participation and action
- A holistic approach to tackling a range of elements related to poverty that cuts across themes/silos (food poverty, fuel poverty, unemployment, underemployment, low educational attainment, poor physical and mental health etc)
- A clear and collaborative approach to developing a more resilient community

**ACE works with communities to achieve lasting positive change for an equal and just Cardiff. We believe everyone has something unique to contribute.**

# About the Service: Yourspace

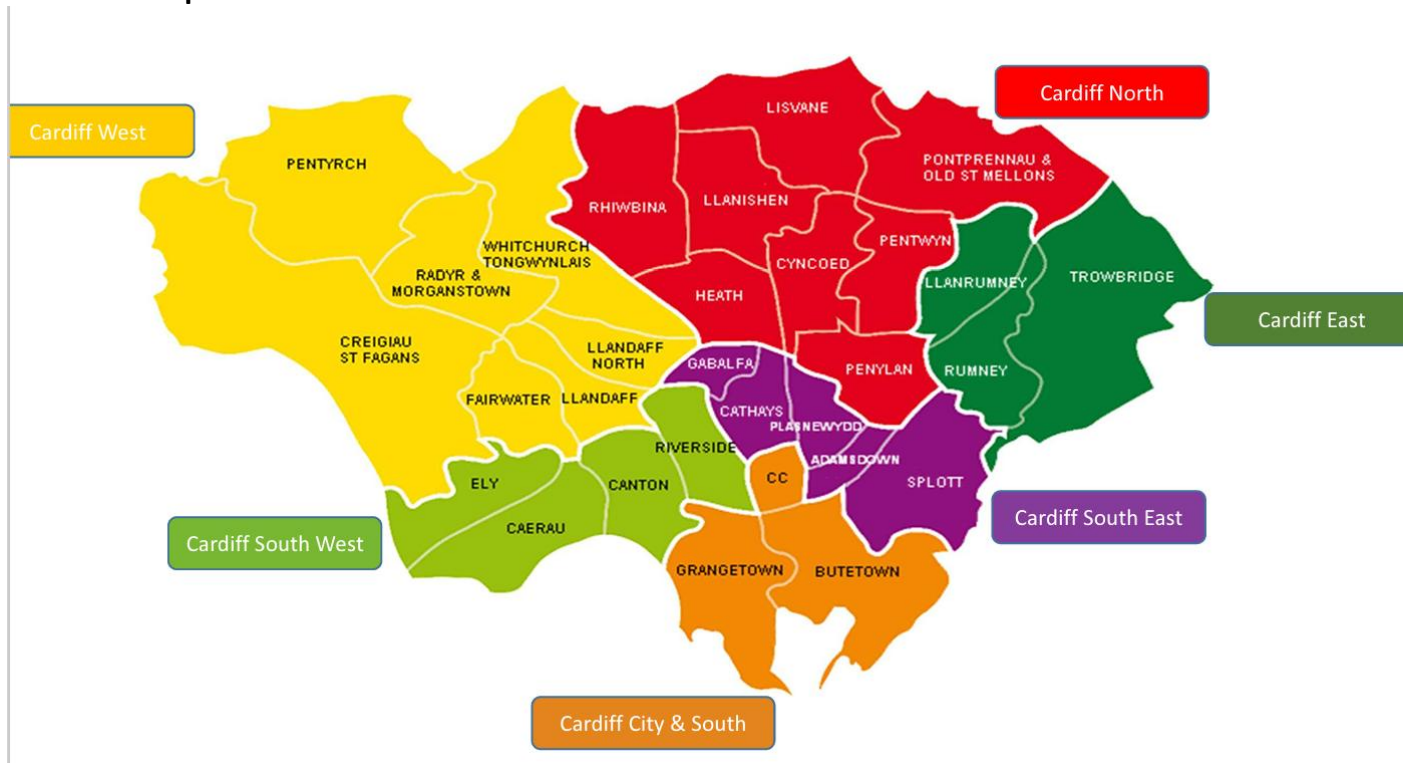
Yourspace is a wellbeing service, working in partnership with the Cardiff North, Cardiff West and Cardiff South West Primary Care Clusters to support patients from local GP practices and the wider community to improve health and wellbeing through the provision of 1:1 and group-based support; community outreach activities and collaborative work to identify and fill gaps in local provision.

The key elements of the service are: -

- **Community Development:** Each of the Clusters has a **Community Health Development Worker** whose role is to explore and fill gaps in local provision, working in collaboration with the Primary Care Cluster, the local community and local service providers. Development Workers can set up new groups and activities to meet the needs of the local population, which could include walking groups, coffee mornings, art activities or anything else that might benefit people's wellbeing. The team might also set up new services where needed, such as befriending or transport support.
- **1:1 Wellbeing Support:** The service takes referrals from local GP's and other local Primary Care services, as well as other community-based services and self-referrals. Each person referred in is assigned a **Wellbeing Connector** who works with them on a 1:1 basis over a number of weeks to help them to improve their wellbeing. This includes exploring what matters to them, helping them to connect to activities or services and working together to overcome any barriers.

The team is based within the Dusty Forge in Ely, with each team member also spending a part of their working week within one of the Cluster areas, working from GP practices, partner organisations and other community venues.

## Cluster Area Map



For more information please visit our online service guide [www.yourspace.aceplace.org](http://www.yourspace.aceplace.org)

# Job Description and Personal Specification

**POST:** Service Coordinator (Community Development)  
**PROGRAMME:** Yourspace Wellbeing Service  
**RESPONSIBLE TO:** Operational Development Manager

**HOURS:** 22.5 hours

**SALARY:** £34,441 per annum (pro rata)

## OVERALL PURPOSE OF JOB

The role will lead an area-based team working within part of the geographical area covered by the service, providing day to day line management and operational management of activities. The role will also act as lead for community development within the Yourspace service across the whole area covered by the service, providing input and expertise to staff on project planning, project management and community development approaches.

The role will work alongside a second service coordinator, who will cover the other part of the geographical area covered by the service and act as lead for 1:1 wellbeing support within the Yourspace service across the whole service area.

## ROLE SPECIFIC TASKS – AREA-BASED

1. To provide individual line management and team support to an area-based team of 6-7 staff, including Development Workers and Wellbeing Connectors. To include developing a rota and working locations within the area for staff as needed and co-ordinating area-based team get-togethers and information-sharing.
2. To support your area-based team to create and nurture local partnerships and to get to know their Cluster area
3. To manage the day to day running of activities within your geographical area, ensuring adequate staff cover is in place for regular groups and activities and providing input and guidance on the planning and delivery of activities.
4. To oversee the processing of referrals by Wellbeing Connectors within your geographical area, ensuring that referrals are processed and people are contacted in a timely manner.
5. To oversee the collection of monitoring and evaluation data for your area-based team, ensuring existing processes are being followed and supporting with the development of new tools or systems as required.
6. To review outcomes for the service and ensure funding and delivery commitments are met.
7. To provide regular reports on activity within your geographical area.
8. To ensure organisational policies and procedures are followed by your team
9. To carry out other tasks and responsibilities of a similar nature as determined from time to time by the manager in relation to the smooth running of the service and wider ACE work.

## **ROLE-SPECIFIC TASKS – COMMUNITY DEVELOPMENT**

10. To provide input and expertise to Community Development workers for the whole area covered by the service, supporting with project planning, project management and community development approaches. To include organising regular Community Development team get-togethers and community of practice support.
11. To carry out feasibility and exploration activities and work to develop funding bids and partnership proposals for new services and activities within the clusters, where required to meet identified needs.

## **PROJECT-SPECIFIC TASKS**

### **Monitoring and Evaluation**

1. To oversee the collection of monitoring and evaluation data by your team, ensuring that all records and client files are kept up to date and that all personal data is effectively protected and handled, within locally agreed Information Sharing Protocols, Data processing agreements and in line with ACE policy/procedure and GDPR legislation.
2. To provide updates and reports on progress against the above tasks as and when required.

### **Community and Service Provider Involvement**

1. To support the team in efforts to ensure the fullest possible involvement of patients, carers and local service providers in service development by less formal means such as events, focus groups, social media and other technology, engaging with groups and individuals etc.
2. To support and fully contribute to, the communications strategy for the service.
3. To assist in attempts to engage with communities and service providers across the city where it may help ACE achieve its outcomes.

### **Working across the ACE Team**

1. To support colleagues in delivering their own role specific work programmes and receive support from them in turn.
2. Help recruit and support volunteers involved in the work of ACE.
3. Help to embed the values and principles of community development into all aspects of the work.
4. To help colleagues, community organisations and others in identifying and securing appropriate funding streams.

### **Training**

1. To undertake continual professional development as required for ACE.
2. To help prepare and implement training and development programmes that support both individuals and organisations.
3. To participate fully in supervision and appraisal processes.

## **GENERAL TASKS**

1. To work in accordance with ACE's values and co-production approaches.
2. To work within and promote all of ACE's policies and procedures.
3. To work at other locations as and when required.
4. To attend supervision, training and meetings as and when required.
5. To work flexible hours as appropriate to the needs of the post (including weekend and evening working)
6. Any other reasonable duties requested by the line manager.

This job description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and ACE may vary duties from time to time. This job description is subject to regular review.

## Person Specification

**Your application will be assessed on the following Person Specification. Please ensure you fully demonstrate how you meet the Specification in Section 4 of the ACE Application Form, which is provided alongside this job pack.**

### QUALIFICATIONS AND EXPERIENCE

- Educated to degree level, or other relevant qualification(s) showing specific sector knowledge and/or equivalent experience.
- Experience of leading the development and implementation of successful community development projects
- Experience of supporting and managing staff and volunteers
- Experience of writing funding bids and proposals
- Experience of working in the third sector, and how to develop beneficial partnerships with the local community, public and private sector, including within the health sector.

### KNOWLEDGE AND UNDERSTANDING

- An excellent understanding of Community Development and co-production principles and how to apply these in a health and wellbeing context
- A good understanding of safeguarding procedures and an ability to ensure their implementation
- An excellent understanding of equalities and working to diverse needs
- A good understanding of the needs of people with long term health conditions, including complex health and wellbeing needs and how to overcome barriers to engagement
- Understanding of monitoring and evaluation approaches.
- Understanding of confidentiality and data protection issues.

### SKILLS AND ABILITIES

- Ability to communicate effectively with community members, staff and stakeholders in plain, easy to understand English and/or Welsh, both in writing and verbally
- Ability to effectively support staff and volunteers and help people to develop
- Ability to work flexibly and creatively to meet people's needs and service requirements.
- Ability to effectively manage a project from beginning to end, including monitoring of progress against outcomes and service specifications.
- Ability to develop beneficial partnerships with the local community, public and private sector
- Can complete reports and assessments

### ADDITIONAL JOB REQUIREMENTS

- Demonstrates resourcefulness, initiative and a positive 'Can Do' attitude, is solution focused and can see the overlaps with other streams of work



- Demonstrable commitment to equality and diversity and a genuine desire to help people
- Is adaptable and takes responsibility
- Is organised, confident, reliable, honest, punctual and enthusiastic
- A good team player who will support colleagues
- Possesses good ICT skills

## Application Process

**Deadline for applications:** Midnight, Sunday 13<sup>th</sup> July 2025

**Interview date:** TBC, please indicate on your application if there are any dates you are unavailable and we will try to work around these where possible.

### Application Forms:

Application forms can be found on our website at <https://www.aceplace.org/job-vacancies/> or you can request a copy by emailing [recruitment@aceplace.org](mailto:recruitment@aceplace.org)

Please return completed applications to [recruitment@aceplace.org](mailto:recruitment@aceplace.org)

### Or, please send a hard copy to:

ACE – Action in Caerau and Ely  
 Our Place: Dusty Forge  
 460 Cowbridge Road West  
 Ely  
 Cardiff  
 CF5 5BZ

**We regret that we will only be able to reply and give feedback to short-listed applicants.**