

MORSE Community Link Worker **Job Description**

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| Location: | TBC. Delivery primarily across Herefordshire but with travel and delivery across West Mercia |
| Reporting to: | Team Manager |
| Working hours: | Up to 18.5 hours per week |
| Contract type: | Fixed-term (funding until 31 March 2026) |
| Salary: | £12,054.08 (£24,108.15 fte) |

About YSS

YSS enables people to be emotionally resilient, to thrive, and to feel they belong to a community. We uphold people's rights and responsibilities, ensuring they can exercise them with dignity and respect.

We are a charity that helps people to help themselves, and we've been doing so for more than thirty years. There are thousands of people in our communities who struggle with life and face what seem to be insurmountable barriers - they are why we exist. We provide a wide variety of community-based support for people and are often described as the 'glue' between those at risk of social isolation and the wider mainstream society.

We run a diverse range of services working with 7- to 70-year-olds but our aim is always the same – to help people to break through barriers and to achieve their potential. Our website – www.yss.org.uk – contains further information about YSS and all our projects and services.

About MORSE (Making Our Roads Safer for Everyone)

The MORSE service supports individuals who have either committed a driving offence or through local Police intelligence are identified as being at risk of committing an offence. The aims of the service are to reduce the amount of road traffic offences being committed on our roads, which in turn will reduce the number of collisions, injuries and fatalities.

The MORSE service offers the individual both emotional and practical support across 7 life pathways (Accommodation, Education, Training and Employment, Wellbeing, Finance, Relationships, Attitude and Behaviour, Drugs/Alcohol) included in the support is the delivery of a Road Safety Programme which focuses on the individual's behaviour whilst they are driving.

MORSE is delivered in partnership with the Hereford and Worcester Fire and Rescue Service, Shropshire Fire and Rescue Service and West Mercia Police.

Are you looking for an exciting and innovative opportunity to make a difference? If so, we are looking for a flexible, hardworking and dedicated person to join our MORSE team.

Key Responsibilities

Case Management:

- Build relationships with a variety of local partners, such as the probation service, drug and alcohol service providers, police custody teams, mental health services.
- Manage a caseload of individuals identified as risky drivers or who have committed driving offences, offering tailored, outcome-focused support.
- Deliver one-to-one sessions, including the delivery of a YSS Behaviour Change Safer Driving course.
- Conduct assessments, co-create support plans, and collaborate with referring agencies.
- Provide both emotional and practical support, focusing on overcoming life challenges.

Community Engagement:

- Meet service users face-to-face in their local communities, which may include home visits or meeting at local venues.
- Use a variety of communication methods such as email, telephone, text, video, and FaceTime to engage with individuals.
- Support individuals in identifying their needs and creating achievable coproduced action plans.

Service Delivery:

- Apply restorative practices and motivational interviewing techniques in all interactions.
- Ensure that the service is trauma-informed and that the needs of the service user are always at the centre of the work.
- Promote diversity and tailor your approach to meet individual needs.

Administrative Duties:

- Maintain up to date and accurate electronic records.
- Meet contractual and individual performance targets.
- Contribute to regular reporting.
- Participate in team meetings and supervision sessions to reflect on practice and improve service delivery.

Other Responsibilities:

- Attend local stakeholder meetings to promote YSS.
- To actively participate in supervisory sessions, training and development, briefings and networking events to keep up to date with relevant legislation, policies and best practice.
- To uphold the vision, values and profile of YSS and the services both internally and externally.
- To always uphold the highest standards of professionalism, ensuring that EDI and the volunteer programme principles are being met.

- Contribute to the safe and appropriate use of volunteers where applicable.
- Occasionally work evenings and weekends, as required by the role.
- Travel across Herefordshire, Worcestershire, Shropshire/Telford region, requiring access to a vehicle.

Core Competencies

| | Behaviours and skills |
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| Skills & experience | <ul style="list-style-type: none"> • Relevant qualification and/or experience appropriate to the role (Social Work / Probation / Health / Education) or evidence of relevant transferable skills / experience. • Good ICT skills, including Microsoft Office applications. • Good literacy and numeracy skills. |
| Communications and collaboration | <ul style="list-style-type: none"> • Communicates appropriately and consistently across multiple stakeholder groups. Ability to prioritise, plan and organize effectively to meet service users' needs. • Builds professional relationships and networks based on trust • Can work across a wide variety of services and different client groups. • Can represent YSS in a professional and credible manner. • Understands the principles of risk management. |
| Leadership and change | <ul style="list-style-type: none"> • Considers the views of multiple stakeholders. • Can self-manage, lead and support people through periods of change. • Recognises their role in the wider organisation, • Upholds high standards of professional behaviour. |
| Teamwork | <ul style="list-style-type: none"> • Sets service quality standards as part of a team. • Provides support and guidance to colleagues and external agencies. • Can work towards joint solutions with service users and colleagues. |
| Valuing diversity | <ul style="list-style-type: none"> • Understanding and commitment to diversity and equal opportunities, ensuring that YSS's EDI principles are adhered to • Openness to recognise and challenge own biases. • Able to recognise others' needs in the workplace. |
| Customer focus | <ul style="list-style-type: none"> • Ability to act as an external consultant with partner agencies to design and tailor bespoke solutions • Understanding of the factors that contribute to social and economic exclusion. |
| Think critically | <ul style="list-style-type: none"> • Utilises problem solving tools and techniques, looks at all the options and seeks to identify solutions. |

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| | <ul style="list-style-type: none"> • Demonstrates accuracy and detail consciousness in task completion. |
| Continuous improvement, learning and innovation | <ul style="list-style-type: none"> • Commitment to keeping up to date with practices, policies and strategies that affect social inclusion. (relevant to role) • Contributes to the learning and development of the organisation. To understand and actively engage with the organisational strategy and vision. • Can evidence in practical ways how practice and services have improved because of a learning culture. |

Why work for YSS?

- Annual leave entitlement of 27 days, excluding bank holidays
- Christmas Eve and New Years Day as Company holidays
- Pension Scheme
- Employee Health & wellbeing plan
- Occupational sick pay
- Flexible working / hybrid working
- Monthly supervision for support / personal development.
- Robust induction and training programme with an organisational commitment to ongoing training and personal development

Notes

- YSS operates in a fast-moving environment and may from time to time vary the content of this job description after consultation to reflect changes to the job, without altering the general character of the post or level of responsibility.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees, volunteers and service users and is consistent with YSS policies.
- YSS values people as individuals with diverse opinions, cultures, lifestyles, and circumstances. We are committed to building a culturally diverse team and therefore encourage applications from a diverse range of candidates, to help us reflect our world and the communities we work alongside.
- Our organisation follows Safer Recruitment principles and guidelines for all posts where contact with children and/or adults at risk is possible – this includes a full application process, interviewing candidates, taking up and verifying two satisfactory references (one of which must be from your last employer), verifying qualifications, identity checks, an enhanced (Disclosure and Barring Service) DBS check and HMPPS prison vetting.
- You must have the right to live and work in the UK to be considered for this role.