

Job Description

Job Title:	Senior Community Connector
Reports to:	Supervisor/Functional Specialist
Location:	Suffolk

Purpose

You're the person who can help individuals access the right help at the right time. Our Community Connectors understand their communities and the wide range of services available within them. They are passionate about getting it right, able communicators and focused on using their experience to connect people with the help they need in their own communities.

Working daily with clients, health professionals, volunteers and service providers; Community Connectors are focused on making sure a person's journey to better wellbeing is as easy as possible. Brokering existing service and helping to develop new local provision, liaising with primary and secondary health care professionals, checking in on progress and making sure we can evidence the outcomes of the service are all important facets of the job – a job that makes a real difference in the lives of people.

We are looking for a Senior Community Connector to manage a small team of Community Connectors whilst carrying a caseload in the local area.

This role is perfect for individuals with experience of managing staff and working within a community mental health and or wellbeing setting; using a case management approach. A practical understanding of primary and secondary care with the ability to champion and embrace change would be useful. The successful candidate will have a solution focussed approach, be highly organised and be able to deliver to agreed service specifications and outcomes.

Main Duties and Responsibilities

1. Provide effective line management, coaching and mentoring to all team members to ensure that they are fully supported in all aspects of their role.
2. Undertaking monthly 1-2-1 sessions and caseload reviews with each team member to ensure all clients are progressing towards their desired goals in a timely manner. Agree remedial action as required and ensure the client journey is collated onto our Client Management System to quantify quality of work achieved
3. Work with your own caseload of individuals in a case management function to

develop, implement and review their wellbeing action plan including 1-2-1 and group sessions.

4. Recording all interventions on System One and ensuring the team are also adhering to System One processes
5. Signpost to existing community assets within the delivery and wider network, which will support the individual in their achievement of wellbeing goals including health behaviour; sports and leisure; arts and culture, statutory agencies and monitor positive engagement.
6. Procure personalised additional support within the constraints of the individual support budgets which will enable the client's achievement of their wellbeing goals
7. Undertake or participate in regular case conferences with partner organisations, support services and/or other team members to ensure a client journey is smooth and consistent.
8. Undertake post programme tracking to identify whether an individual has maintained their level of well-being and identify any risk to achieving this.
9. Supervise and guide the volunteers in order to provide clients with additional support to access community provision, thereby creating a 'circle of support'.
10. Be fully responsible for all tasks related to journey / case management function including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of client details on the relevant case management system.
11. Ensure achievement against service delivery KPIs and outcomes, capturing management information from delivery and wider network and provide reports accordingly.
12. Ensure safe working practices are maintained as set out within Shaw Trust's policies/procedures as well as operating within service guidelines when clients require crisis support.
13. To encourage client feedback and user involvement as directed.
14. To develop and maintain an in-depth knowledge of the local provision, programme provision of relevant agencies and opportunities pertaining to wellbeing.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable

them to perform or comply with any statutory provisions. The Trust 's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p style="text-align: center;">Person Specification</p> <p style="text-align: center;">Job Title: Senior Community Connector</p> <p style="text-align: center;">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of 5 GCSEs (A to C) or equivalent qualifications (E) • Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness (D) • Health or social care recognised qualification. (D)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of delivering mental health and wellbeing interventions in a case management approach. (E) • Previous experience managing staff and co-ordinating services (E) • Experience of working with primary and secondary care services (E) • Experience of facilitating and supporting clients with complex and/or multiple barriers to success in health and social care settings. (E) • Experience of brokerage and procurement of services for individuals. (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E) • Understanding of inclusion, mental health and anti-stigma. (E) • Knowledge of health and social care system and the application of wellbeing and prevention.(D) • Ability to facilitate, engage, motivate and support clients and their carers where appropriate. (E) • A motivational, flexible and problem solving approach.(E) • Positive attitude to mental health, community connectivity and a strengths and assets based focus to engaging with individuals. (E) • Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. (E) • Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly. (E) • Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results (E)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Embraces change and drives continuous improvement (E) • People centred in a commercial framework, takes accountability for results (E) • Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E) • Collaborates and unites with others behind the organisations mission (E) • Provides a best in class service to all customers internal and external (E)

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)
- This post requires a Disclosure and Barring Service Check at enhanced level (E)

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)