Job Description

Job Title:	**Community Connector**
Reports to:	**Senior Community Connector**
Location:	**Suffolk (Mid-Suffolk)**
Salary:	**£22,705.00 - £27,959.00 pro rata**

Purpose

Who are we?

Shaw Trust is a charity helping to transform the lives of young people and adults across the UK and internationally.

Our specialist services help people gain an education, enter work, develop their career, improve their wellbeing or rebuild their lives. As a charity we add value to every service we deliver by investing back into the people and communities we support.

Shaw Trust is one of the largest 25 charities in the UK. Comprising Shaw Trust, Prospects, Ixion and Shaw Education Trust, we use our 75 years' combined experience to support people to develop their potential. By joining together we are working to reach one goal: to help transform the lives of one million young people and adults each year by 2022.
Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

You're the person who can enable people to take control of their health and wellbeing though increasing confidence and community inclusion. Our Community Connectors understand their communities and the wide range of activities / services available within them. They are passionate about effective signposting, able communicators and focused on using their experience to connect people with the activities in their own communities.

Working daily with participants, health professionals, and community organisations Community Connectors are focused on making sure a person's journey to better health, wellbeing and inclusion is as easy as possible. They signpost to existing

activities, help to develop new local provision specifically targeted to reducing social isolation and loneliness. You will make sure we can evidence the outcomes of the service – this job that makes a real difference in the lives of people.

This role is perfect for individuals with experience of working within a community and or wellbeing setting. 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. To take and manage referrals from GP, VCSE, health and social care and prospective participants.
2.
3. To undertake a discovery session with participants face to face to explore their aspirations with respect to community engagement / connectivity. This forms a personal centred conversation about what matters to the person.
4.
5. Signpost to community assets, which will support the individual in their achievement of wellbeing goals including health behaviour; sports and leisure; arts and culture, statutory agencies and to monitor positive engagement.
6. Ensure an on-going focus on prevention of poor wellbeing through Making Every Contact Count (MECC) linking with public health prevention activity.
7. Be fully responsible for all tasks related to the allocated participant journey including maintaining effective and efficient administrative procedures producing appropriate records and reports, including the updating of participants details on the share point system.
8. Ensure achievement against service delivery KPIs and individual performance measures and programme outcomes.
9. Provide a quality service that meets 5 Ways to Wellbeing, contractual requirements and related thinking within social prescribing sector as well as organisational quality standards.
10. To signpost and facilitate access to local volunteering opportunities.
11. Ensure safe working practices are maintained as set out within Shaw Trust ’s policies/procedures as well as operating within service guidelines when participants require crisis support.
12. To build relationships and liaise regularly with GP surgeries aligned to caseloads and to work across the primary care interface with all other stakeholders attending relevant meetings when required.
13.
14. To develop and maintain an in-depth knowledge of the local provision, provision of relevant agencies and opportunities pertaining to wellbeing.

Other

15. To undertake any further training as identified in the Shaw Trust review procedures.
16. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
17. 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 of 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.
18. 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.
19. 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.
20. 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.
21. 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.
22. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
23. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
24. Recycle and manage energy within your environmentin 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.

Person Specification

Job Title:

(E=Essential D=Desirable)

SKILLS AND CORE COMPETENCIES

Technical competency (qualifications and training)

- Minimum of SVQ/NVQ level 3 or equivalent **(E)**
- Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness **(D)**

Experience

- Experience of working with primary or secondary care services **(D)**
- Experience of facilitating and supporting participants with complex and/or multiple barriers to success in health and social care settings. **(E)**
- Experience of connecting people to services and activities. **(E)**
- Ability to facilitate, engage, motivate and support participants. **(E)**
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Skills and Attributes

- Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. **(E)**
- Understanding of the 5 Ways to Wellbeing and it's practical application **(E)**
- Understanding of social exclusion and loneliness **(E)**
- Knowledge of health and social care system and the application of wellbeing and prevention. **(D)**
- Able to support & empower participants to form their own decisions. **(E)**
- A motivational, flexible and problem solving approach. **(E)**
- Ability to work on own initiative, as well as in consultation and negotiation with managers and other stakeholders as required. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**
- Ability to process information on electronic records accurately, using data bases & spread sheets. **(E)**

Personal qualities, communicating and relating to others

- Positive attitude to community connectivity and a strengths and assets based focus to engaging with individuals. **(E)**
- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly & with sensitivity to family, colleagues & other professionals. **(E)**
- Confident in speaking in multi-disciplinary meetings & giving feedback to colleagues & local service providers. **(D)**
- Ability to work with a wide range of organisations. **(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 a Adult level (E)
Other • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)