

Job description and person specification

Community Connector			
Salary level	2b	Job reference number	5178
Department	Independent Living & Crisis Response	Division	UK Operations
Work location	Glasgow/Renfrewshire (requires travel within the area)	Reports to	Independent Living Service Manager
Role duration		Last updated	January 2017

Scale and scope of role

Direct reports	None	Indirect reports	Volunteer Community Connectors
Budgetary responsibility / accountability	None	Accountability for other resources	None
Reach and impact	The Community Connector will be responsible for liaising with partnership agencies to support people affected by social isolation and loneliness to access services in order to reconnect with their communities.		

Context

The British Red Cross helps people in crisis, whoever and wherever they are. We are part of a global voluntary network, responding to conflicts, natural disasters and individual emergencies. We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives. Within the UK, the British Red Cross operates through over 3000 staff and over 20,000 volunteers.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the space between hospital and home and responds to the needs of people in crisis following an emergency; maintaining an extensive network of external relationships across health, social care, and emergency services.

Overall purpose of the role

The Community Connector will work with people affected by social isolation and loneliness to help them gain confidence and reconnect to their community.

Working alongside Volunteer Community Connectors they will provide short-term practical help, positive encouragement and emotional support tailored to individual need and available to all sections of the community within the criteria of the service. They will be responsible for developing effective working relationships with all partners, stakeholders and local organisations in order to create social networks and local activities that can be sustained by the community in the longer-term.

This role is home based with travel to the British Red Cross offices as appropriate. They will be required to travel throughout their local area. The role will be line managed by the Service Manager and will be part of the Area Independent Living Team.

Principal responsibilities

1. Service delivery

- > To develop, collaborate with and maintain positive and effective working relationships with partnership agencies throughout the community, involving them in preparing proposals for local activities and projects through a multi-agency, integrated approach
- > Enable referrals and links between individuals and service providers
- > To engage face-to-face with service users to identify specific needs and appropriate interventions
- > Help people maintain and regain independence through initiatives to facilitate and support that aligns to their needs, aspirations and concerns
- > Support people to attend a local community service suitable to their needs, help identify other activities in the area and go with them as necessary to help build confidence
- > Maintain contact with the beneficiary to monitor progress against goals and phase out contact as loneliness and social isolation is alleviated
- > Provide high quality information, signposting and promotion to a wide range of services
- > Develop the service, providing support, leadership and motivation to the staff and volunteers
- > To effectively promote the service

2. Quality and performance

- > Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- > Ensure that the impact of our service for service users is recorded through appropriate records (such as BRM), complete reports and paperwork as required
- > To regularly update and maintain systems for monitoring, reviewing and evaluating the service provision by using questionnaires and other modes of feedback utilised by service users and partner agencies
- > To regularly update records relating to all aspects of the service and to collate the information into reports and statistics to be used by the Service Manager when required

- > To ensure the service receives adequate publicity and is fully represented to those in the statutory and voluntary agencies that may use the service
- > Be aware of current research and practice to inform the setting up of local activities and projects
- > To contribute to the process of producing local plans by highlighting the needs of vulnerable people
- > Undertake risk assessments when necessary on the service user, environment and volunteers. To alert the Service Manager with any concerns over referrals
- > Keep appropriate electronic and paper records, complete reports as required and assist in the compilation of case studies

3. Management

- > Provide guidance and support to the volunteers who work within the service, communicating on a regular basis with them and ensure they complete relevant paperwork following a visit.
- > Work with relevant business partners in the recruitment, induction, development, training and engagement of volunteers providing the service
- > Monitor and assess volunteer competencies and assist with volunteer training needs.

4. Team member

- > To be a contingency for other Service Co-ordinators during periods of absence
- > Work with colleagues to ensure that health and safety legislation and risk assessments are understood and implemented and that staff and volunteer safety is secured
- > Undertake training in safeguarding. Identify and report any concerns for service users, volunteers or staff using appropriate procedures
- > Adhere to policies and procedures regarding data protection, health and safety, lone working and confidentiality
- > To undertake training as required and be prepared to travel within the Area to attend any relevant meetings
- > To provide support as required to the overall British Red Cross crisis response function – e.g. support to ER colleagues during a serious flooding incident
- > Undertake any other relevant duties that may be required from time to time

Staff may not unreasonably refuse a request to undertake any task which is appropriate to their level for which they have the necessary skills and / or experience. Any resulting change to their objectives and priorities will be discussed and confirmed with their line manager.

Person specification

NB: this document will be used to develop a short list of applicants for any vacancy for this role and then be used in the subsequent selection process. It will then form the basis of a development plan for an individual appointed to this role.

	Requirements
Skills	<ul style="list-style-type: none"> > Excellent interpersonal and communication skills > Ability to work as part of a team and on own initiative** > Managing time and responding to and prioritising a range of competing demands through time management > Able to plan own workload** > Ability to deal with queries in a diplomatic, professional and confidential manner > Good telephone manner > Ability to communicate with health and social care professionals**
Knowledge (including education and training)	<ul style="list-style-type: none"> > Educated to GCSE level (or equivalent by experience)** > IT literate** > Working knowledge of spreadsheet, email, web based and word processing software > Knowledge of Supervision > Understanding of how to improve service quality for the benefit of users** > Knowledge of the local area served by the scheme** > Knowledge of how communities work
Experience	<ul style="list-style-type: none"> > Experience of volunteering > Participation in a multi-disciplinary team environment > Experience of working in the voluntary sector > Experience of delivering high quality services to the public > Experience of finding information through the internet and other sources > Knowledge of services provided by the NHS and Social Care**

<p>Competencies</p>	<ul style="list-style-type: none"> > Full driving licence holder and access to vehicle** > Supporting and supervising projects and activities > Leading people: Motivating, directing and supporting others to achieve the Red Cross vision, mission and strategy** > Innovative and creative thinking > Managing and developing yourself > Recruiting and selecting individuals > Supporting and developing individuals > Take responsibility for own and team's decisions and actions > Knowledge of the local area > Ability to monitor local financial procedures > Understanding of how to improve service quality for the benefit of users > Working knowledge of health and safety practices > Understanding of the Risk Assessment process
<p>Behaviours</p>	<p>FOCUSSING ON PEOPLE IN CRISIS</p> <ul style="list-style-type: none"> > Finds ways to define and continually improve services for people in crisis <p>ACCOUNTABLE FOR RESOURCES</p> <ul style="list-style-type: none"> > Recognises and communicates to others our responsibility to our donors and supporters in maximising use of funds and resources <p>SEEKING INSIGHT</p> <ul style="list-style-type: none"> > Finds those closest to the issue and investigates further <p>EMBRACING AND LEADING CHANGE</p> <ul style="list-style-type: none"> > Overcomes obstacles and deals with resistance around doing things differently, sensitively and respectfully <p>WORKING COLLABORATIVELY</p> <ul style="list-style-type: none"> > Helps others to understand the common ground <p>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Adapts their method of communication and message to suit a specific audience

	<p>LEADING AND ENGAGING</p> <ul style="list-style-type: none"> > Consults the team / individuals on issues that affect them <p>DEVELOPING YOURSELF AND OTHERS</p> <ul style="list-style-type: none"> > Supports other people's development by sharing knowledge, skills and learning <p>SOLUTION FOCUSED</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies <p>MANAGING PERSONAL IMPACT</p> <ul style="list-style-type: none"> > Role models good behaviour to achieve the organisation's vision
<p>Additional requirements</p>	<ul style="list-style-type: none"> > Uphold the Fundamental Principles and act with integrity, in accordance with the Society's obligations and values (inclusive, compassionate, courageous, and dynamic). > Ensure anti-discriminatory practice and promote diversity. > Willingness to work flexible hours** > Willingness to undertake training as required > Able to travel around the area as required

*NB All disabled candidates who meet the minimum criteria, denoted by **, will be short-listed for interview in line with our commitment under the two-tick symbol scheme.*