

Coordinator – Community Connector

Job Level	2b	Job reference No.	1729
Directorate	UK Operations	Service/Function	Independent Living & Crisis Response
Reports to	Independent Living Service Manager		

Scale and scope of role

Direct reports	Up to 10	Indirect reports	None
Budgetary responsibility / accountability	£5000	Accountability for other resources	None
Reach and impact	The Independent Living Community Connector will be responsible for liaising with a number of key stakeholders such as Health and Social Care Professionals, the Voluntary Sector, members of the public to receive patient referrals. Co-ordinating and managing a team of staff and Volunteers to provide an effective and reliable service.		

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support to people in the community. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

The Independent Living (IL) & Crisis Response (CR) service (IL/CR) supports people in the community to maintain independence in the home, increase resilience and prevent admission to hospital and unnecessary demands on the Health and Social Care Systems. The service responds to the needs of people in crisis by extensive network of external relationships across health, social care, and emergency services.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do.

As a member of the Red Cross and Red Crescent Movement, the British Red Cross is

committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of Community Connectors sits within the Independent Living and Crisis Response directorate.

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 support workers and volunteer community connectors the post holder 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.

The Community Connector will be responsible for establishing effective partnerships with the local voluntary sector, NHS providers and adult care services. They will ensure that the service puts people first, empowers people to take appropriate decisions about their care, and to access support and services within their own community. The post holder will be responsible for recruiting and managing staff and engaging and managing volunteers ensuring the team works together seamlessly.

Other responsibilities will include assigning incoming referrals to staff or Volunteers, monitoring the service delivery and keeping within the service budget. Ensuring compliance to health and safety, confidentiality, safeguarding and risk management are key responsibilities of the role.

The Community Connector will also be responsible for maintaining thorough records in order to support the evaluation and analysis of the outcomes of the service.

The post-holder will act as contingency for Staff as required and may need to provide cover for their colleagues across their area.

Main 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 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 need, aspirations and concerns.
- > Maintain contact with the beneficiary to monitor progress against goals and phase out contact as loneliness and social isolation is alleviated.
- > To act as the single point of access for referrals from key stakeholders and provide daily coordination and support for Staff and Volunteers delivering the service
- > Liaise with local voluntary services and groups social care teams, hospitals/GP surgeries to promote the service, receive referrals, and provide a timely response to questions about eligibility and support available for the person in need.
- > Ensure that cases are properly reviewed and recorded and that person centred needs are kept at the heart of the support provided.
- > Establish a positive and professional culture of mutual support, learning and motivation.

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
- > Collaborate with colleagues within the area to establish effective working relationships through regular contact and meetings
- > Share learning to ensure service development
- > Ensure that the impact of the service for service users is recorded through appropriate records (such as BRM), complete reports and paperwork as required
- > Review and monitor outcomes for service users, ensuring that beneficiaries' needs are met using the Top 3 goals approach and the impact of our service is recorded through accurate statistics and a range of user engagement
- > To undertake risk assessments on the service user, environment and volunteers and to alert the Service Manager with any concerns
- > To undertake relevant training as required and be prepared to travel within the Area to attend any relevant meetings

3. Management

- > Provide support to the staff and volunteers delivering Services
- > Work with relevant teams in the recruitment, induction, development, training and engagement of volunteers providing the service
- > Co-ordinate and manage a team of staff and Volunteers to provide a professional , effective and reliable service

4. Financial

- > Keep within the service budget , follow local financial procedures

5. Team Leader

- > All team members understand their responsibilities and objectives
- > All resources involving staff are managed in accordance with BRC policies and procedures
- > All staff are kept informed of relevant organisational plans and updates on development
There is a collaborative approach to understanding and developing the service by encouraging feedback from the teams

6. Team Member

- > Actively participates in all team meetings
- > Supports other team members
- > Upholds all values of the British Red Cross

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.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland

> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
> Access NI - Enhanced check

Drivers Checks

> Required Yes

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Integrity and conduct

In the British Red Cross we will not tolerate any form of misconduct, including sexual harassment, exploitation and abuse. We have a code of conduct in place, and are committed to creating a culture of integrity in the organisation where misconduct is not tolerated, situations of abuse are quickly investigated and perpetrators are dealt with effectively.

The British Red Cross Code of Conduct can be found on our website.

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge and Skills	Essential ✓✓	<ul style="list-style-type: none"> > Ability to work as part of a team and on own initiative** > Able to plan and manage own workload** > Educated to GCSE level (or equivalent by experience) ** > IT literate with a good working knowledge of Microsoft office packages > Good communication skills including the ability to engage with internal and external partners/agencies 	
	Desirable	<ul style="list-style-type: none"> > Ability to deal with queries in a diplomatic, professional and confidential manner > Knowledge of services provided by the NHS and Social Care > Level 3 H&SC qualification or equivalent (or willing to work towards if required) 	
Experience	Essential ✓✓	<ul style="list-style-type: none"> > Experience of working in a team environment > Experience of managing/ supervising people > Experience of improving service quality for the benefit of users > Liaison and working with external partners 	
	Desirable	<ul style="list-style-type: none"> > Experience of working in the voluntary sector > Experience of delivering high quality services to the public > Experience of working with health and social care and NHS professionals > Ability to monitor local financial procedures 	

Behaviours	<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>COMMUNICATING AND INFLUENCING</p> <ul style="list-style-type: none"> > Adapts their method of communication and message to suit a specific audience <p>SOLUTION FOCUSSED</p> <ul style="list-style-type: none"> > Anticipates obstacles, thinks ahead about next steps and contingencies <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 	
Additional requirements	<p>Essential ✓✓</p> <ul style="list-style-type: none"> > Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). > Ensures inclusive practice and promotes diversity > Willingness to work flexibly to support people in crisis > Willingness to undertake training as required > Able to travel as and when required 	
	<p>Desirable</p>	

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. People with disabilities who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme