



Job Description

Job Title	Community Agent		
Job Band	1b	Salary	£16,217-£18,009
Territory	South East England	Area	Essex
Reporting To	Service Co-ordinator	Location	Home based (Epping Forest District area)
Duration	31 st March 2022. Fixed term contract.	Hours of work:	Minimum of 20 hours per week with flexibility up to 30 hours per week

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 about 3000 staff and over 20,000 volunteers.

This post supports the Area’s capacity to meet the national strategy “Saving lives, changing lives,” increasing our beneficiary reach, enabling independence and working with local authorities in a strategic partnership.

Scope

The Red Cross are working in partnership with the Rural Community Council of Essex (RCCE) and Neighbourhood Watch to provide a county-wide Community Agents Service. The service is funded by Essex County Council.

Community Agents is a community-based, community-led, early intervention programme for vulnerable people and informal carers which aims to strengthen individual resilience, provide support at home and in the community to reduce the need for health, social care and community safety interventions.

The role is home based with travel to Service User homes and occasional travel to the British Red Cross office based in Chelmsford. The post-holder will work as part of a team in South West Essex working between 20-30 hours per week fitting with workload. These hours can be worked flexibly between 9am – 5pm Monday – Friday.

The role will be line managed by the Service Co-ordinator and be part of the British Red Cross South-East England Area Independent Living Team.

Location: Epping Forest (South West Essex)

Overall Purpose of the post

Assess individuals either face to face or over the telephone to identify the need for advice, support, adaptations, independent living skills and social interactions. Provide high quality information and support and promote healthy living via access to a wide range of services.

Develop social networks and local activities that support health and wellbeing which can be sustained by the community in the longer-term.

Develop effective working relationships with all partners, stakeholders and local organisations.

Main Duties and Responsibilities

1. To engage face-to-face or over the telephone with service users to identify specific needs and appropriate interventions.
2. Enable referrals and links between individuals and service providers.
3. Provide high quality information and promote wellbeing and prevention initiatives.
4. Be a friendly source of information and support within the community.
5. Help people help themselves or one another through initiatives to facilitate and support increased –
 - Individual and community capacity
 - Social inclusion and community networks
 - Reciprocal support
 - Sustainable caring roles
6. Help people maintain or regain independence through-
 - Living skills, adaptations and enablement approaches
 - Simple safeguards and new technologies
 - Advice, information and advocacy regarding appropriate housing and support.
7. Develop effective working relations with all partners, local organisations and stakeholders.
8. Undertake regular service-user contact to monitor progress.
9. Work flexibly with and provide support to the co-ordinators, acting as contingency during absences.
10. Undertake risk assessments when supporting service users in their own home. To alert the service co-ordinators of any concerns over referrals.
11. Keep appropriate electronic and paper records, inputting information into the Community Agents electronic database, complete reports as required and assist in the compilation of case studies.
12. Assist with the effective promotion of the Community Agents service.

13. Undertake training as required
14. Adhere to all relevant policies, including health and Safety, Lone Working and Data Protection policies.
15. Take part in team meetings and attend Red Cross forums and annual assembly when possible.
16. Uphold the Fundamental Principles of the Red Cross and Red Crescent Movement and work within the Society's Equal Opportunities Policy.
17. Undertake any other relevant duties that may be required as directed by the Co-ordinators and Service Managers.

Person Specification

Job Title: Community Agent	
Ref:	Band: 1B
Education/ Training	<ul style="list-style-type: none"> > Educated to GCSE level or equivalent by experience ** > Be willing to undertake relevant Safeguarding and Risk Assessment training
Experience	<p>To include:</p> <ul style="list-style-type: none"> > Participation in a multi-disciplinary team environment** > Experience of delivering high quality services to the public > Experienced car driver and have access to a car**
Knowledge/ Technical Skills	<ul style="list-style-type: none"> > Knowledge of services provided by the NHS and Social Care > Knowledge of adult benefits > Knowledge of the local area served by the scheme.** > Understanding of how to improve service quality for the benefit of users.** > Able to plan own workload > Working knowledge of health and safety practices > Understanding of the Risk Assessment process > IT literate**
Personal Skills	<ul style="list-style-type: none"> > Excellent interpersonal and communication skills** > Ability to work as part of a team and on own initiative** > Ability to deal with queries in a diplomatic, professional and confidential manner. ** > Good telephone manner > Ability to quickly understand a situation and develop logical solutions. **
Special Circumstances	<ul style="list-style-type: none"> > Willingness to work flexible hours ** > Able to travel around the area as required**

**Minimum short-listing criteria. N.B. *All disabled candidates who meet these criteria must be short-listed for interview in line with our commitment under the two- tick symbol scheme.*