**AGE UK CAMDEN**

***Striving to be an Equal Opportunities Employer***

**JOB DESCRIPTION**

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| **TITLE OF POST:** | | **Community Connector** | | | | **GRADE** | | SO1  29-31 £29,424 to £31,141 pa (pro rata) | |
| **HOURS OF WORK Per Week** | | | | **21** | **ELIGIBLE FOR JOB SHARE:** | | | | **Yes** |
| **Pension** | **Contributory pension scheme; employee 6% and employer 6%** | | | | **Annual leave** | | **26 days a year (plus bank holidays) rising to 31 days after five years’ service pro rata** | | |
| **RESPONSIBLE TO:** | | | **Age UK Camden Community Connectors Project Manager** | | | | | | |
| **RESPONSIBLE FOR:** | | | **volunteers** | | | | | | |

This JD should be read in conjunction with the background information document.

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| **Main duties and responsibilities of the job** |

1. To identify and support older Camden residents who are isolated or at risk of being isolated to connect or reconnect with others , depending on their wishes ,desires and needs using a variety of methods and refer them or support them into activities and services that are relevant to their needs and wants.
2. To proactively develop creative ways to positively engage with older people focusing on the wellbeing benefits of the services on offer, building new friendships and community links and ultimately actively contribute themselves where possible.
3. To ensure the effective and efficient use and support of volunteers in your area in a range of roles: connecting, filling in transport applications, escorting, marketing, championing the project. It is expected that the service will actively encourage older people to become volunteers.
4. To be responsible for the day to day management and administration of the project in their area, including contributing to monitoring and evaluation.
5. To build strong relationships with referral agencies such as Care Navigators, Age UK Camden (AUC) Information and Advice team, Adult Social Care, Camden Healthy Minds, Camden Health kicks, Camden community centres, ABC’s Outreach team and those delivering related services such as befriending, etc. and wherever possible to work in partnership to ensure best use of resources.
6. To take referrals from a wide range of stakeholders, including self-referrals, and accurately record these in the database, as well as signposting to other organisations services, activities and opportunities including volunteering.
7. Establish relationships and build rapport and trust with individuals referred or otherwise identified for the service and support and encourage them to articulate their desired outcomes.
8. Provide a time limited support service alongside volunteers to enable older people to achieve those outcomes within their own communities (including by enabling people to meet their own identified needs and achieve their own outcomes), working with at least 60 older people and at least 25-30 volunteers per area over the course of the first year.
9. Gather and collate information, including case studies, in a prescribed format, in order to demonstrate the impact of the project.
10. Engage in an active asset mapping with volunteers, developing and disseminating knowledge of local groups, activities and networks that will inform and support the continuous development of a borough wide resource and practically help us engage people in them.

**Management of Volunteers**

1. To manage and supervise volunteer community connectors in their area (in line with AUC’s policies) allocating work and ensuring the volunteers are involved in the learning of the project and that a sense of purpose is shared by all.

**Marketing and Development**

1. To share responsibility for the marketing and promotion of the Community Connectors work within Camden with statutory and voluntary sector colleagues and older Camden residents and other partners.

**Partnership**

1. Attend ABC’s Delivery Agencies and Stakeholder Meetings as required to share learning, discuss ideas, refer and connect older participants to other parts of the partnership and beyond as directed by the manager.
2. Work closely with other organisations providing services and opportunities to older people in the borough e.g. Camden Healthy Minds, Voluntary Action Camden, North London Cares, community centres, etc.
3. Work closely with ABC’s Outreach and coordination team, Community Action Projects and Community Activity projects providing gold standard activities in the borough.

**Contract Monitoring**

1. Provide monthly monitoring information in supervision and reports to the Community Connectors Project Manager.
2. Deliver outcomes and outputs as agreed with Community Connectors Project Manager.
3. Keep Charity Log (case management data base) up to date.

**Quality**

1. Ensure that all work adheres to good practice in working with vulnerable adults.
2. To ensure records are maintained to meet quality standards and in accordance with the Data Protection Act (as amended 2000).

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| **GENERAL REQUIREMENTS** |

1. To attend staff meetings, and join working parties and project groups as appropriate.
2. To engage in supervision and undertake appraisals.
3. The post may involve occasional evening or weekend work, for which time off in lieu can be claimed.
4. Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.
5. Age UK Camden operates a No Smoking policy and all staffs are required to comply with this.
6. The post holder is required to implement Age UK Camden’s Equality and Diversity Policy and ensure Equality and Diversity principles are incorporated into the planning, delivery and monitoring of services.
7. All staffs are required to work within Age UK Camden’s policies, ensuring these are carried out in relation to the job, e.g., Confidentiality, Quality.
8. All staff may be asked to undertake other duties and responsibilities appropriate to the grade as determined by their Line Manager on an occasional basis.
9. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

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| **FUNCTIONAL LINKS** |

**Internal**

Age UK Camden staff team, volunteers, Age UK Camden volunteer team and other staff.

**External**

Ageing Better in Camden team, Ageing Better Community Action Projects, Ageing Better Community Activity Projects, Camden Community centres, Adult Social Care, etc.

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| **Job Description Agreed by:** |

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| --- | --- | --- |
|  | **SIGNATURE** | **DATE** |
| **Chief Executive Officer** |  |  |
| **Line Manager** |  |  |
| **Post holder** |  |  |

**Date**

**January 2018**