

Community Connector

About the organisation

Age UK Lincolnshire is an independent local charity and a valued member of the Age UK brand partnership. We are a dynamic, forward-thinking, and welcoming organisation, dedicated to supporting over 6,000 people across the county every month. With offices and retail outlets throughout Lincolnshire, we offer a wide range of services, social groups, and activities designed to help older people stay independent, active, and enjoy a fulfilling later life.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We're a growing organisation with over 260 dedicated employees working across 19 departments, supported by more than 200 passionate volunteers. As we continue to expand, we're looking for talented individuals who share our vision and values to join our team. If you're inspired by our mission, aligned with our strategic priorities, and committed to making a difference in later life, we'd love to hear from you.

Our recruitment and selection process

To ensure a fair and consistent approach, all candidates must complete our [application form](#) we do not accept CVs. The form is designed to capture key information about your employment history, qualifications, and skills gained through work or education.

We encourage applicants to refer closely to the job description and person specification when completing their application. This helps demonstrate your understanding of the role and how your experience aligns with our requirements.

Once the job advert closes, applications are reviewed by the hiring manager for shortlisting. In some cases, applications may be considered before the closing date if we receive a high volume of interest.

Interview Process and Reasonable Adjustments

At Age UK Lincolnshire, we aim to make our interview process as welcoming, fair, and accessible as possible.

If your application is shortlisted, you will be invited to attend an interview, which may be held in person or via video call (Microsoft Teams) depending on the role and circumstances. During the interview, we'll explore your experience, skills, and alignment with our values and the requirements of the role.

We are committed to ensuring that all candidates have equal access to opportunities. If you require any reasonable adjustments to support you during the recruitment or interview process; such as accessible formats, additional time, or alternative arrangements please let us know when you are invited to interview. We will do our best to accommodate your needs.

Job Description

Job title:	Community Connector
Department:	Charitable Services
Location:	Lincolnshire County Hospitals
Hours of work:	30 hours per week
Contract:	Fixed Event until 31 st March 2027
Responsible to:	Community Connector Manager
Job purpose:	To deliver the integrated model of care in supporting older people, carers and families, working closely with colleagues from across the Health and Care sector to avoid unnecessary admission to hospital and support re-ablement in to the community setting.

- Holistic Care Planning, Support and Co-ordination of contact with the older person.
- Develop a good working relationship with the Health and Care staff across all disciplines.
- Facilitate a smooth and co-ordinated approach by liaising with a range of multi-disciplinary professionals who are involved in the person's care and support.
- Signpost and refer to a range of services and organisations to promote health, wellbeing and to maintain independence within communities.
- Provision of information on relevant benefits, personal budgets, housing options etc
- Enable a reduction in demand on statutory services to combat unnecessary hospital admissions, residential care placements and GP referrals.

Key Responsibilities:

- Accept and actively seek referrals from Health and Social Care staff other members of the multi-disciplinary health and social care teams for individual older people, their families and carers.
- Develop and sustain excellent working relationships with all relevant health and social care staff.
- Participate in hospital level multi-disciplinary meetings, as required.

- Liaise with a range of multi-disciplinary statutory and voluntary sector professionals who are involved in a person's care ensuring a smooth and coordinated approach.
- Ensure contact with the person is timely and continued support is tracked for reporting outcomes.
- During a 'positive conversation' with the person create a holistic care plan of support.
- Develop close working relationships with Neighbourhood Teams and community services.
- Hold an excellent knowledge of local services across all sectors, particularly community-based services.
- Assist individuals to access community care assessments following up to ensure the process is going smoothly and have knowledge of outcomes.
- Provide information on personal budgets and the choices available.
- Develop knowledge of the range of local services available and how an individual might access them.
- Identify if affordability is a barrier to accessing services, and if so, provide basic information on relevant benefits and refer for more in-depth advice where necessary.
- Identify unpaid carers and enable access into existing carers support.
- Keep accurate up to date electronic records of client contact, including accessing and updating databases in a timely manner.
- Record and collate required information and send accurate scheduled and on demand reports to the Service Manager.
- Work collaboratively with Service Manager, other Coordinators and volunteers, attending team meetings and sharing best practice and knowledge.
- Display a positive, enthusiastic and forward-thinking approach towards the service and the organisation at all times, using creative thinking to support people with their concerns.
- Promote and foster the organisation's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Establish strong links with other Age UK Lincolnshire staff and contribute to the wider aims and objectives of the organisation.
- Establish links with the other Age UKs and support services across the county.
- Work in accordance with Age UK Lincolnshire's policies and procedures.
- Attend any training courses as required.
- Working within service hours, demonstrate flexibility in line with service demand.
- Promote and foster the organisation's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Adhere to all policies and procedures of the organisation at all times.
- At the heart of our organisation, a "One Team" approach aims to support creative and flexible responses from every member of our workforce to benefit each and every older person using our services; from personal care, support services, befriending, information and advice, retail and fundraising; there is an expectation for everyone to support colleagues beyond their own team.
- Carry out all other duties as deemed reasonably appropriate by your Line Manager

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Evidence of face to face customer experience.	E	A/I
Ability to communicate and present reports to groups of people.	D	A/I
Evidence of developing partnership working with external and internal organisations.	D	A/I
Experience of working in health, social care or information and advice, in direct contact with people, families and carers in a paid or voluntary capacity.	D	A/I
Experience of working with multi professional people across health social care the voluntary sector, primary care and GPs.	D	

Knowledge

Understanding and appreciation of the needs of older people and persons at risk.	E	A/I
An excellent communicator – with proven ability to communicate effectively both verbally and in writing and liaise effectively with people at all levels and from a variety of cultural backgrounds.	E	A/I
Excellent knowledge of Microsoft Office programs including Word and Excel. able to use standard applications as well as bespoke databases.	E	A/I
Able to problem solve in a responsive manner and deal with situations arising in a calm and professional way.	E	A/I
Ability to collect and record data, and produce reports when required.	E	A/I
Ability to think creatively and independently.	E	A/I
Awareness of the function of Age UK Lincolnshire's services and support.	D	A/I
Can demonstrate an approach to gaining knowledge of local services.	E	A/I
Ability to carry out assessments and produce care plans of support .	D	A/I

Education & Qualifications

Good standard of general education, including GCSE grade C or higher in literacy and numeracy	E	A/I
Evidence of training and ongoing development	D	A/I
Health, Social Care level 3 or information and advice background	D	A/I

Personal Qualities

Well-presented and professional approach.	E	I
Enthusiastic, outgoing and demonstrates flexibility.	E	A/I
Ability to work effectively as part of a team, with the initiative to work alone when required.	E	A/I
Willing to accept instruction and responsibility.	E	A/I
Organised and a good time keeper.	E	A/I
Professional and compassionate with ability to be supportive whilst maintaining professional boundaries.	E	A/I
Tactful and diplomatic, able to build relationships with people from a wide range of backgrounds.	E	A/I

Have the ability to react to changing situations with the minimum of disruption.	E	A/I
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Additional Information

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees at Age UK Lincolnshire are subject to a six-month probationary period. This allows both you and the organisation time to ensure the role is the right fit, and to provide support and feedback as you settle into your position. During this period, performance, conduct, and overall suitability for the role will be reviewed in line with our policies and values.

DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list) – check which level and edit accordingly.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory enhanced certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checking-guidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primary-identity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklincolnshire.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.