

# Community Connector

## About the organisation

Age UK Lincoln and South Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 5000 people every week. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

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 employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincoln & South Lincolnshire.

## Our recruitment and selection process

All candidates are required to complete our [application form](#) to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received.

We are unable to provide feedback on any application received by the organisation.

## Job Description

**Job Title:** Community Connector (fixed event until 31 March 2026)

**Location:** Lincolnshire County Hospitals

**Hours of work:** 28 hours per week

**Responsible to:** Project 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:**

Main Duties and 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.

#### General responsibilities

- 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 Lincoln & South 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 Lincoln & South 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

<b>E</b>	<b>Essential</b>
<b>D</b>	<b>Desirable</b>
<b>A</b>	<b>Application Form</b>
<b>I</b>	<b>Interview</b>

## EXPERIENCE

Characteristic	E	D	Assessment
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	A/I

## KNOWLEDGE

Characteristic	E	D	Assessment
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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 Lincoln & South 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

## PERSONAL QUALITIES

Characteristic	E	D	Assessment
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

## EDUCATION & QUALIFICATIONS

Characteristic	E	D	Assessment
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

## OTHER REQUIREMENTS

Characteristic	E	D	Assessment
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Full driving licence with access to own vehicle, with appropriate insurance for business purposes.	E		
Satisfactory Enhanced DBS check	E		

### 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.

#### Probation Period

All employees are subject to a six-month probationary period.

#### DBS (Disclosure & Barring Service)

This post requires an enhanced DBS check (adult's barred list).

### 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@ageuklsl.org.uk](mailto:HR@ageuklsl.org.uk) or call 0345 556 4144 and ask to speak to a member of the HR team.