

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Community Connector
<b>Reporting to (Job Title):</b>	Lead SPRING Link Worker
<b>Organisation:</b>	Age UK Northamptonshire
<b>Salary:</b>	£14.31 per hour
<b>Place of work in the community / office:</b>	Office – Waterside House, Irthlingborough
<b>Hours of work:</b>	22.5hrs – working pattern to be agreed
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
<b>Purpose of the Job:</b>	<p>Social prescribing empowers people to take control of their health and well-being through referral to 'link workers' who give time, focus on 'what matters to me,' take a holistic approach to an individual's health and well-being and connect people to diverse community groups and statutory services for practical and emotional support.</p> <p>Health specific and social groups are one aspect of supporting participants to meet their health and wellbeing goals. As a community connector you will be working alongside the social prescribing link workers who will identify the needs of participants and referrers. You will be responsible for dealing with the administrative tasks associated with groups such as organising facilitators, room bookings and promoting the groups to participants, referrers and the wider sectors to generate referrals into the programme.</p>
<b>Main Tasks and Responsibilities</b>	
<p><b>Principal Responsibilities</b></p> <p>Due to the complex nature of the community system the Community Connector's responsibilities will cover a range of aspects, including:</p> <p>To support the team by maintaining and creating new partnerships with a range of services that support the community. This includes primary care networks. To work in collaboration with agencies to support our SPRING participants and benefit the wider community.</p>	

Reviewing and potentially building on existing community partnerships.

Bringing in new referrals to SPRING. The equivalent of eight per month for a FT role.

1. Working alongside the link workers and taking their guide on groups and activities to benefit participants.
2. Working with group facilitators, community venues to create a calendar of activities across the North and West of the county.
3. Creating and circulating posters to advertise groups to networks and on social media to generate referrals into the programme.
4. Ensuring effective and appropriate written, verbal and electronic communication within the team, with participants and external agencies.
5. Participating in the collection of data to sign up to groups predominately through MS Forms. Using case management system to advertise groups to existing participants and record attendance.
6. Engaging in supervision and training with an active commitment to personal development.
7. Contributing to the implementation and monitoring of all policies, procedures and systems as they relate to service delivery.

### **In Practice**

- The role will require managing and prioritising your work in accordance with the needs, priorities across the programme.
- It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to the SPRING link worker.
- Work with a diverse range of people and communities, to increase the strengths and capacities of local communities, enabling local VCSE organisations and community groups (including faith groups) to receive social prescribing referrals.
- To contribute towards development work to promote the service as required.
- Be part of the wider team at Age UK Northamptonshire engaging with other teams and keeping abreast of the work we do as a whole.
- Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

### **Key Tasks**

#### **Referrals:**

- Promote the SPRING programme through advertising groups and activities, its role in self-management, addressing health inequalities and the wider determinants of health.
- Be proactive in developing strong links with all local agencies to encourage referrals, recognising what they need to be confident in the service to make appropriate referrals.
- Work in partnership with all local agencies to raise awareness of social prescribing and how partnership working can reduce pressure on statutory services, improve health access and outcomes and enable a holistic approach to care.
- Be proactive in encouraging equality and inclusion, through self-referrals and connecting with all diverse local communities, particularly those communities that statutory agencies may find hard to reach.

### **Support Community Groups and VCSE organisations to receive referrals through Locality Project Group:**

- Forge strong links with a wide range of local VCSE organisations, community and neighbourhood level groups, utilising their networks and building on what's already available to create a menu of diverse community groups and assets, who promote diversity and inclusion.
- Develop supportive relationships with local diverse VCSE organisations, culturally appropriate community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.
- Work collectively with all local partners to ensure community groups are strong and sustainable.

### **Data capture:**

- Ensuring the required information is collected from participants prior to engaging in groups and where appropriate this is shared with facilitators
- Collect feedback from participants.
- To maintain contact records, provide reports and store and share information in accordance with the requirements of the post, and the General Data Protection Regulations | Data Protection Act.

### **Professional Development and Undertaking**

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities.
- To prepare for and participate in regular 1-2-1 supervision meetings.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.
- To manage a fluctuating workload.
- To work with and act accordingly to protocols in situations relating to safeguarding, concerns and issues
- To work as part of a team, participating in Team Meetings, team building, training, activities and appraisal.
- Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
- Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

## Person Specification

<b>Education &amp; Qualifications</b> <ul style="list-style-type: none"> <li>• Good general education up to GCSE or equivalent. Experiential learning as equivalent to education</li> <li>• Demonstrable commitment to professional personal development</li> </ul>	E	AF
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<b>Personal Qualities and Attributes</b> <ul style="list-style-type: none"> <li>• Effective organisational skills- plan and prioritise on own initiative (including when under pressure and meeting deadlines) and recording on spreadsheets and case management system</li> <li>• Effective team player able to take guidance from link workers on the needs in their locations.</li> <li>• Ability to communicate effectively and clearly – verbally and in writing - with all people, their families, carers, community groups, partner agencies, stakeholders.</li> <li>• High level of written and verbal communications skills.</li> <li>• Ability to provide a culturally sensitive service - supporting people from all backgrounds and communities, respecting lifestyles and diversity.</li> <li>• Commitment to reducing health inequalities and proactively working to reach people from diverse communities.</li> <li>• Have a strong awareness and understanding of when it is appropriate or necessary to refer participants to a link worker</li> <li>• Ability to develop and maintain effective working relationships and promote collaborative practice with all colleagues.</li> <li>• Commitment to collaborative working with all local agencies (including VCSE organisations and community groups)</li> <li>• Can demonstrate personal accountability, emotional resilience and ability to work well under pressure.</li> <li>• Ability to work flexibly and enthusiastically within a team or on own initiative.</li> </ul>	E	AF & I
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<b>Experience and Knowledge</b> <ul style="list-style-type: none"> <li>• Experienced administrator skills</li> <li>• Experience of working with the VCSE sector in paid or unpaid capacity</li> <li>• Experience of partnership/collaborative working and of building relationships across a variety of organisations.</li> <li>• Understanding of discrimination and disadvantage and the ability to relate this to individuals.</li> <li>• Understanding of good practice in information sharing and confidentiality.</li> <li>• Knowledge of, and ability to work to, policies/procedures including confidentiality, safeguarding, lone working, information governance, health and safety.</li> </ul>	E	AF & T
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<b>Ability and Skills</b> <ul style="list-style-type: none"> <li>Excellent knowledge of IT systems, including ability to use word processing skills, creating and maintaining spreadsheets, email, Canva (for posters) social media and updating case management system</li> <li>Excellent verbal and written communication.</li> <li>Listening skills.</li> <li>Time management skills</li> <li>Understanding of, and commitment to, equality, diversity and inclusion.</li> <li>Ability to work on own initiative and as part of a team.</li> <li>Ability to use supervision effectively.</li> <li>Ability to work under pressure and prioritise.</li> <li>Competence in working to deadlines.</li> <li>Knowledge of the NHS workings including Primary Care</li> </ul>		E  E E E E E E E E E D	AF & T  AF & I AF & I AF AF AF AF AF AF & I AF AF AF
<b>Aptitudes</b> <ul style="list-style-type: none"> <li>A positive, can do approach to work – essential in a job. dependent on interpersonal relationship and relating to people at all levels</li> <li>Persistence, assertiveness and flexibility.</li> <li>Ability to develop oneself – Openness and willingness to learn, maintain and enhance the knowledge and skills needed to deliver a professional service.</li> <li>Offer creative input and new thinking to the role.</li> <li>Have confidence during interactions with colleagues and partner organisations – necessary to display professionalism.</li> </ul>		E  E E  E E	I  AF AF  AF AF
<b>Other</b> Satisfactory clearance of a Disclosure and Barring Service (DBS) criminal records disclosure check. Willingness to work flexible hours when required to meet work demands. Full driving licence access to own transport and ability to travel across the locality when required		E  E  D	
<b>Equal Opportunities</b> Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.		E	AF & I
<b>Safeguarding Vulnerable Adults and Health &amp; Safety</b> Able to demonstrate a clear understanding of and commitment to Safeguarding Vulnerable Adults & Health and Safety (including coronavirus) and a willingness to undertake training to enable implementation of procedures.		E	AF
Prepared By: Sam Watson		Date: 10.04.2025	
Authorised By: Christopher Duff		Date: 01.05.2025	

**AF – Application Form      I – Interview    T – A written test will form part of the interview process**