

Community Agent Job Description

Job Title:	Community Agent, Mid Sussex.
Hours:	Part Time -30 hours per week, 1 year fixed term contract
Place of work:	Covering Mid Sussex, hybrid working and out of Lamb House, Haywards Heath
Responsible to:	Senior Community Developer, Mid Sussex

Main purpose of job

The primary function of the Community Agent is to help, support and signpost older people to services, information and guidance that reduce their social isolation and loneliness. They will understand the older person as an individual and take a person-centred approach. They will connect and work in partnership with local groups, activities, professionals, and services who support older people so as to provide rounded knowledge and referral pathways. The Community Agent will work with the Senior Community Developer to help design and set-up new activities or services to reduce social isolation in response to knowledge, demand or gaps in provision within the immediate locality.

Main duties

- Be the main referral point within AUKWSBH for an older person who would like support in reducing their social isolation and Loneliness.
- Accept referrals from any external sources. This might be an older person's family, bereavement support services, community nurses, social landlords and any other charities working with older people looking for solutions to their social isolation.
- Work directly with older person to get to know them and understand their needs and wants, as well as helping reduce barriers that are making them feel socially isolated.
- Have an excellent understanding of the local community and the offer for older people.
- Work in the locality where required – to meet older people and services, to scope out existing provision and potential community assets that could be made use of.
- Respond to the needs and wants of older people in the community such as sharing information about local social events, groups or activities and creating opportunities if gaps and interest exists.
- Identify and proactively target socially isolated older people and work directly with them by providing regular communications, visits, practical help and signposting or referral to reliable and professional advice and support services.
- Work with the Senior Community Developer to develop new ideas, services and projects based on insight from this role.
- Understand the wider AUKWSBH offer and work as 'one team' with colleagues from other services.

Governance

Compliance with all AUKWSBH policies and procedures, with particular attention to:

- Completing all mandatory training, as directed.
- Health and Safety, risk management, lone-working and accident reporting.
- Safeguarding and low-level safeguarding reporting.
- Data integrity and management, compliance with the Data Protection Act 2018.
- Updating relevant Client Management Systems, such as Charity Log.
- Contributing to organisational goals and strategies.
- Commitment to AUKWSBH's vision, mission and values.

Equality, diversity and inclusion

AUKWSBH is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

The above reflects the immediate requirements and responsibilities of the post and is not exhaustive. It gives an indication of work expected and any substantial changes will be made in consultation with the post holder and may lead to a revised job description.

Personal Specification		
Experience and Skills	Essential	Desirable
Experience in working 121 with people (preferably with older people) and connecting/referring to local support. An understanding of loneliness and social isolation of older people.	✓	
Strong communication skills – verbal, written and active listening.	✓	
Excellent IT skills and ability to work efficiently with Microsoft packages.	✓	
Familiarity with the local community and available resources, such as support groups and charities. An understanding of the third sector, building rapport with other organisations and strong referral pathways.	✓	
Effective problem-solving and positive, can-do approach. Able to work alone and use initiative, as well as part of team.	✓	
Solid organisational and time management skills to handle a caseload of clients, maintain records and track progress.	✓	
An understanding of safeguarding principles and practices. This includes knowledge of relevant protocols, reporting mechanisms, and the ability to address and escalate safeguarding concerns in accordance with established policies.	✓	
Driving licence, access to a car and a confident driver. Due to the nature of the role, flexibility with times and place of work is needed.	✓	