

Job Description

1. JOB DETAILS:	
Job Title:	Community Connector North
Place of work:	North Wiltshire
Working Hours:	30-35 hrs per week Normal working hours will be between 9am and 5pm Monday to Friday, with occasional evenings Fixed term contract for 3 years
Remuneration:	£27,532 FTE per annum
DBS check	This role is exempt from the Rehabilitation of Offenders Act and requires an Enhanced level DBS check.
Data	As part of your role with AUKW, you will be responsible for information assets, that is - data that we hold about the individuals we work with (Data Subjects). This means that under GDPR you are an Information Asset Owner (IAO).

2. JOB PURPOSE:

Provide support to older people, helping people to access information and advice and to become better connected with their communities, particularly people who are on a low income, socially isolated or find it difficult to access services. You will support volunteers who will be providing a range of practical and other support to older people in the project areas.

3. MAIN DUTIES AND RESPONSIBILITIES:

1) Provide support to older people in the defined geographical areas

- Visit people in their own homes for person-centered conversations about their needs and the difficulties they are experiencing and establish what is important to them.
- From that conversation identify and agree actions that would improve the quality of the individual's life and independence.
- Use internal resources to provide signposting and information on relevant core areas such as welfare benefits, social care and local services. This may include finding and relaying the relevant options, templates, phone numbers, facts to the client and establishing if this has met their need. Refer internally for more in-depth advice where required.

- Support clients and carers to manage practical tasks through a problem-solving approach, signposting to appropriate services and connecting people with Age UK Wiltshire volunteers as appropriate.
- Develop knowledge of local services to enable the individual to access a range of services to meet their needs and provide the essential link between them. Attend local partnership meetings, for example Health & Wellbeing groups.
- Develop and maintain positive relationships with voluntary and statutory organisations and community groups. Ensure individuals are engaged and connected with their local community and other organisations, making active referrals.
- Help people to access community care assessments as well as carers assessments, where potentially eligible; following up to ensure the process is going smoothly and have knowledge of outcomes.
- Work closely with other Age UK Wiltshire services to assist older people.
- Identify when there is a need for urgent action or for a step-up in care and alert the relevant professional(s).

2) Record keeping and project evaluation:

- Complete progress reports, updates, and case studies, as required, including person specific progress and project progress to meet Age UK Wiltshire reporting requirements.
- Ensure accurate, timely and effective data recording including details of guided conversations, the help and support provided, and actions taken by relevant people.
- Attend and make contributions in meetings, presenting information as requested.
- Identify opportunities and gaps in services, feeding back information on this as well as service quality and accessibility.

3) General responsibilities:

- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Wiltshire events and activities as agreed.
- Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- Attend staff meetings, training courses and other meetings as required.
- Comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
- Be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- Show flexibility and a willingness to cover for other staff.
- Provide support to the offices, staff and volunteers of the charity as required.
- Carry out any other duties as may be reasonably required from time to time.

Person Specification

CRITERIA		ESSENTIAL	DESIRABLE
EXPERIENCE	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	x	
	Understanding of issues affecting older people, particularly people who are vulnerable and socially isolated, and ability to communicate in a sensitive way.	x	
	Experience of supervising volunteers		x
	Experience of managing and prioritising multiple tasks whilst meeting targets and deadlines	x	
SKILLS AND KNOWLEDGE	Ability to work in a person-centred way to identify and address the needs of people living with health and social needs and formulate support plans.	x	
	Ability to motivate and support individuals with needs to engage in new activities and service to maintain or improve quality of life.	x	
	Excellent interpersonal skills with a desire to make positive contributions.	x	
	Ability to problem solve to support clients to achieve independence.	x	
	Excellent planning and organisational skill.	x	
	Proactive, able to work alone using own initiative	x	
	Excellent communication skills, verbal and written; able to supply reports as required.	x	
	Computer literate, able to use Microsoft packages, email, the internet, and databases.	x	

	Understanding of quality systems and ability to ensure collection of electronic data efficiently to provide statistical evidence for analysis.		X
	Knowledge of local services and support available to older people.		X
	Understanding of Confidentiality policy and practice.	X	
	Understanding of and commitment to Equity, Diversity & Inclusion policy and practice.	X	
	Understanding of Safeguarding policy and practice.	X	
	A professional and compassionate outlook, able to be supportive while being clear on boundaries.	X	
OTHER	Flexibility and resilience in the context of working across organisational boundaries and agencies including health, voluntary and statutory organisations	X	
	Tactful and diplomatic, able to build relationships with people from a wide range of backgrounds.	X	
	Self- starter, working independently and solution focused.	X	
	Commitment to working as a positive and constructive team player.	X	
	Full driving licence and access to a car and car insurance for business use.	X	
	This post is subject to a check through the Disclosure and Barring Service	X	