

**Job Description****Social Services Department**

| | | | |
|---------------------------|---|----------------------|--------------------------------|
| Post Title | Support Worker - Community Connector (4 posts) | | |
| Post Number(s) | BG10592 BG10593 BG10594 BG10595 | Grade | 6 |
| Base | Various SS offices | Hours of Work | 37hr per week |
| Car User Allowance | Approved | Disclosure | Enhanced |
| Contact | Alyson Hoskins / Jason Davies | Updated | 9th April 15 |

Principal Job Purpose

The overall purpose of the Community Connector (CC) role is to support the division to develop innovative strategies that enable citizens to enjoy more independent lives in their communities.

Responsible to: Team Manager / Senior Practitioner - Community Resource Team (CRT)

Responsible for: Providing support and advice to vulnerable adults / their families and carers that promote citizens to enjoy more independent lives in their communities, preventing social isolation and increasing wellbeing.

Principal Accountabilities

1. Work with individuals referred to the service in order to assist them to articulate their desired outcomes and provide a time limited support service to enable them to achieve those outcomes within their own communities.
2. Provide a signposting, information and advice service at the access points of the Adult Social Services (C2BG) and wider Council Customer information service to ensure that the department meets its duty within the Social Services and Wellbeing Act.
3. Develop effective community links and networks and promote partnerships to create community based solutions that will:-
 - Increase an individual's ability to have choice and control over the way they receive support
 - Support empowerment through information, advice and local opportunities
 - Improve social and emotional wellbeing
 - Reduce social exclusion
 - Promote independence
 - Reduce social and emotional isolation and loneliness

4. Empowering people to use existing community based resources and facilities through proactive public awareness sessions, social media opportunities and face to face activities.
5. Develop and disseminate knowledge of local groups, activities and networks that will inform and support the development of a countywide resource directory.
6. Becoming familiar with the geographical location and remit of community based facilities in order to develop a working knowledge of available resources.
7. Developing and sustaining links and networks with community based facilities and key.
8. Deliver promotional opportunities- presentations, talks and displays at community events that promote the work of the Community Connectors.
9. Make decisions about the level of presenting risk and complexity in order to facilitate the correct response.
10. Providing people with a positive customer experience
11. Providing people with accurate information, advice, and guidance.
12. Facilitating responses that safeguard vulnerable adults.
13. Re-prioritise work where necessary to accommodate urgent tasks whilst still achieving goals
14. Work in accordance with the Authority's Code of Conduct and within the Code of Practice for Social Care Workers.
15. Participate in the evaluation and identification of gaps in the service and areas for future development including Team Meetings.
16. Develop, collate and organise information for input into a service directory.
17. Keep records of referrals, activity and outcomes achieved in order to evaluate the effectiveness of the pilot.
18. Ensure that service delivery is managed in a confidential context.
19. Participate in training and supervision.
20. Work alongside colleagues from statutory and voluntary agencies, through multi-disciplinary assessments and meetings.
21. Comply with all Departmental and Authority policies e.g. Health and Safety.

Person Specification – Non Managerial

| 1. Qualifications & experience | Assessment Method | | | | |
|--|-----------------------|------------------|-----------|------------------------|---------------------|
| | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
| Qualifications/relevant experience | | | | | |
| Educated to NVQ Level 3 or A level standard, or an equivalent standard/professional qualification in social care, health or community development. | E | Y | | | |
| Other experience | | | | | |
| Previous experience working in Health and/ or Social Care settings. | E | Y | | | |
| Previous experience of providing and delivering training / briefing sessions/ presentations to staff / colleagues or service user groups. | E | Y | | | |
| Knowledge/Skills | | | | | |
| Knowledge and understanding of relevant legislation for health and social care | E | | Y | | |
| Understanding of adult service users / carers needs and vulnerable people. | E | Y | | | |
| Experience of working with a wide range of groups and organisations. | E | Y | | | |
| Ability to extract and assimilate relevant information in a sensitive manner in order to make decisions and provide the correct advice and information | E | | Y | | |
| Experience of multi disciplinary working across health and social care partners | E | | Y | | |
| Experience of gathering data and information, undertaking research, preparing reports and presenting information to groups of people | E | | Y | | |
| Knowledge of social care / health assessment assessments and associated tools (UAP) etc | D | | Y | | |

| 2. Special Requirements | Essential / Desirable | Application Form | Interview | Other (please specify) | Probationary Period |
|--|-----------------------|------------------|-----------|------------------------|---------------------|
| Clear verbal and written communication skills | E | | Y | | |
| Strong interpersonal skills | E | | Y | | |
| Excellent recording skills including the use of ICT within the work place (i.e. Microsoft Office, DRAIG / SWIFT, Outlook etc) | E | Y | | | |
| Ability to work under pressure, including the ability to meet tight deadlines | E | | Y | | |
| Able to work independently and on own initiative | E | | Y | | |
| Demonstrate anti-discriminatory practice in work, including commitment to achieving positive outcomes for service users and carers | E | | | | Y |
| Be willing to continue professional development | E | | | | Y |
| Current driving licence and access to a vehicle for work purposes | E | Y | | | |

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

| Assessment Method | | | | | |
|--------------------------|--|--|--|--|--|
|--------------------------|--|--|--|--|--|

| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
|-------------------------------|---|-----------|-----------|---|---|
| Delivering the service | Plans ahead, organises work in advance | | | | ✓ |
| | Involves line manager/colleagues in setting and meeting targets | | | | ✓ |
| | Reorganises work when necessary | | | | ✓ |
| | Sees tasks through to completion whenever possible | | | | ✓ |
| | Seeks help if workload becomes unmanageable | | | | ✓ |
| | Uses initiative to report issues that arise that impact on others | | | | ✓ |

| Assessment Method | | | | | |
|--------------------------|--|--|--|--|--|
|--------------------------|--|--|--|--|--|

| Topic | Competencies | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
|---------------------------------|--|-----------|-----------|---|---|
| Improvement & Change | Is prepared to try new things & feed back results | | | | ✓ |
| | Understands that changes are needed if things are to be improved | | | | ✓ |
| | Finds new and creative ways of doing things better | | | | ✓ |
| | Actively seeks to develop own skills and knowledge | | | | ✓ |
| | Learns from mistakes & welcomes constructive feedback | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---|--|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Providing Excellent Customer Service | Recognises the importance of high standards of customer service | | | | ✓ |
| | Is committed to providing an excellent service to the all the citizens of Blaenau Gwent | | | | ✓ |
| | Understands the links between own professionalism and the possible impact on the Authority's image | | | | ✓ |
| | Has a professional attitude that sets an example to colleagues | | | | ✓ |
| | Takes pride in own work and that of colleagues | | | | ✓ |
| | Is respectful, courteous and helpful at all times | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|---------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Team Working | Reacts constructively to others' suggestions and requests | | | | ✓ |
| | Recognises potential value of others' opinions and actively seeks their contributions | | | | ✓ |
| | Asks for help when necessary | | | | ✓ |
| | Actively seeks to help others | | | | ✓ |
| | Is aware of the impact of own behaviour on others | | | | ✓ |

| Topic | Competencies | Assessment Method | | | |
|----------------------|---|-------------------|-----------|---|---|
| | | App. Form | Interview | Other e.g. presentation, discussion group, simulation, etc (please specify) | Probationary Period/ Performance Coaching |
| Communicating | Adapts content and style to help others understand | | | | ✓ |
| | Makes sure that people are regularly informed | | | | ✓ |
| | Uses appropriate language, gestures and tone when talking with others | | | | ✓ |
| | Checks others have understood & seeks advice when necessary | | | | ✓ |
| | Actively seeks to improve all forms of communication with others | | | | ✓ |
| | Communicates professionally by using formal channels appropriate to the situation | | | | ✓ |