

Community Connector

Job Level	2b	Job Reference No:	
		Role review date:	
Directorate	UK Operations	Function	Health & Local Crisis Response
Service	Health	Reports to:	Service Lead

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	None	Accountable for other resources	None

In addition to formal line management, as described above, the role will also be informally supervised and directed by managers in other parts of the organisation. This will be explained on appointment and kept under review.

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

Working alongside the Service Lead the Community Connector will provide short-term practical help, positive encouragement and emotional support tailored to individual needs and available to all sections of the community within the criteria of the service. They will be responsible for developing effective working relationships with all partners, stakeholders and local organisations to create social networks and local activities that can be sustained by the community in the longer-term.

Through direct contact with service users the post holder will focus on addressing social issues and helping service users to gain confidence and reconnect to their community, with the main focus on addressing unmet social needs.

Key responsibilities

Service delivery

- Identify community assets and develop, collaborate with and maintain positive and effective working relationships with partnership agencies throughout the community
- Enable referrals and links between individuals and service providers
- Highlight identified gaps in service provision relating to service user group, sharing insight with service lead
- To engage face-to-face with identified service users to identify specific needs and appropriate interventions, supporting the service lead
- Help identified people reduce and maintain a reduction in use of statutory and or non statutory services through initiatives to facilitate and support that aligns to their needs, aspirations and concerns
- Support people to attend a local community service suitable to their needs, help identify other activities in the area and go with them as necessary to help build confidence
- Maintain contact with service users to monitor progress against goals and phase out contact as loneliness and social isolation is alleviated
- Provide high quality information, signposting and promotion to a wide range of services
- To effectively promote the service

Quality and performance

- Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Quality Standards Framework as a basis for assessment
- Share learning to ensure service development

- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm
- Ensure that the impact of our service for service users is recorded through appropriate records, complete reports and paperwork as required
- To regularly update and maintain systems and records for monitoring, reviewing and evaluating the service provision by using questionnaires and other modes of feedback utilised by service users and partner agencies
- To ensure the service receives adequate publicity and is fully represented to those in the statutory and voluntary agencies that may use the service
- Undertake risk assessments when necessary on the service user, environment and volunteers. To alert the Service Lead of any concerns over referrals

Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales – Disclosure and Barring Service (DBS)
• Enhanced – Adult workforce
Scotland
• Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
• AccessNI – Enhanced Check

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
- Excellent interpersonal and communication skills		✓	✓
- Good telephone manner		✓	
- Ability to work as part of a team and on own initiative		✓	✓
- Able to plan own workload		✓	✓
- Ability to communicate with health and social care professionals		✓	
- IT literate			✓
- Understanding of how to improve service quality for the benefit of users		✓	
- Knowledge of the local area served by the scheme		✓	
Desirable			
- Ability to deal with queries in a diplomatic, professional and confidential manner		✓	
- Knowledge of how communities work		✓	
- Innovative and creative thinking		✓	
Experience	S	I	A
Essential			
- Knowledge of services provided by the NHS and Social Care	✓ ✓	✓	
- Experience of delivering high quality services to the public		✓	✓
- Experience of finding information through the internet and other sources		✓	
- Experience of working with people with complex needs		✓	
Desirable			
- Experience of working in a person-centred way		✓	
- Participation in a multi-disciplinary team environment		✓	
- Experience of working in the voluntary sector		✓	
Additional requirements			
Essential			

<ul style="list-style-type: none"> - Ensures inclusive practice and promotes diversity - Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme' 			
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.