

Local Connector

Job Level	Level 2b	Job Reference No:	
		Role review date:	July 2024
Directorate	UK Operations	Function	Health & Care
Service	Local Connectors, Reading	Reports to:	Team Leader

Scale and scope of role

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

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

The Local Connectors will be responsible for liaising with several key stakeholders such as social workers, occupational therapists, and other Reading Borough Council staff to receive referrals. They will provide advice and guidance to people who contact adult social care, supporting them to access community-based services with the aim of maintaining wellbeing and enabling personal resilience. The Local Connectors will coordinate and manage a small team of volunteers who will support delivery of an effective and reliable service.

Key responsibilities

Service delivery

- Develop, collaborate with, and maintain positive and effective working relationships with stakeholders including Reading Borough Council and the local voluntary, community and social enterprise (VCSE) sector.
- Work as part of the Local Connectors team to provide a single point of access for referrals from Reading Borough Council.
- Engage through phone calls and face-to-face with people that contact adult social care; using a strengths-based approach help them to identify their assets, interests, goals and specific needs, so that appropriate services and support can be identified within the community.
- Participate in multi-disciplinary case meetings with relevant agencies about referrals or support being provided, where required.
- Connect people to a range of local VCSE services and support through high-quality signposting and onward referrals. Help people to identify barriers to access and support them to find solutions to help build confidence.
- Have follow-up contact to check that people have accessed and are receiving the support they need and determine further arrangements if necessary.
- Undertake community and/or home visits where necessary to facilitate direct contact with individuals and assess their needs more effectively.

Quality and performance

- Ensure that the service is efficient, reliable and delivered consistently with national and local guidelines, using the Red Cross Quality Framework as a basis for assessment.
- Ensure that the impact of our service for the people we support is recorded through appropriate and accurate records (including on Mosaic and BRM). Complete reports and case notes as required in line with BRC best practice, to meet service targets and needs of beneficiaries.

- 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 the people we support and Reading Borough Council.
- Undertake risk assessments, when necessary, on the people we support, environment and volunteers. Alert the Team Leader of any concerns over referrals.

Volunteer coordination

- All volunteers for whom responsible understand their roles and responsibilities.
- All volunteers are managed in accordance with BRC policies and procedures.
- Ensure individuals effectively briefed in advance of any deployment or duty.
- Issues raised by individuals are addressed and resolved effectively or escalated as appropriate.
- Service targets are achieved.
- Volunteers report high level of engagement.

Team Member

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

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 please delete as required, leave all 3 check headings on role profile

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

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills			
Essential			
> Ability to work as part of a team and on own initiative		I	
> Relationship building, good active listening and developed interpersonal skills		I	A
> Experience of person-centred support planning, supported self-management, goal setting and achieving positive outcomes		I	A
> Flexibility and personal resilience		I	
> Integrity, empathy, compassion and emotional intelligence		I	
> Ability to communicate and build networks with a range of stakeholders both internal and external		I	
> Time management, prioritisation and organisational skills to manage proactive and reactive workload		I	
> Professional and confidential approach to all work		I	
Desirable			
> Innovative and creative thinking		I	
> Knowledge of people management		A	
Experience	S	I	A
Essential			
> Casework experience supporting vulnerable beneficiaries.	S	I	

> Conflict resolution and dealing with difficult conversations > Confident IT skills including Microsoft and relationship management systems > Experience of delivering high-quality services to the public > Experience of finding information through the internet and other sources Desirable > Experience of working in a person-centred way > Participation in a multi-disciplinary team environment > Experience of working in the voluntary, social and community enterprise (VCSE) sector	S	I	A
	S	I	
	S	I	
	S	I	
Additional requirements			
Essential			
- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - 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'	S	I	
	S	I	
Values in Action			
Dynamic - We move forward as one team. - 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. Compassionate - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. Inclusive - We are open to all. - 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. Courageous - We are bold. - 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.