

## Role Title

<b>Job Level</b>	Level 3	<b>Job Reference No:</b>	12985
		<b>Role review date:</b>	
<b>Directorate</b>	UK Operations	<b>Function</b>	Health & Care
<b>Service</b>	Local Connectors	<b>Reports to:</b>	Health & Care Operations Manager

## Scale and scope of role

<b>Direct reports</b>	Up to 5	<b>Indirect reports</b>	Volunteers
<b>Budget responsibility/ accountability</b>	TBC	<b>Accountable for other resources</b>	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 team leader will be a specialist advisor within this service. They will be key contact for the service; building and maintaining close working relationships with Reading Borough Council's Advice and Wellbeing Hub, Customer Fulfilment Centre, and local VCSE organisations will be vital to the success of this service.

The post holder will be responsible for triaging and risk assessing referrals that come into the service and allocating them within the team. The post holder will also provide support to people who contact adult social care themselves.

With support from the Health & Care Operations Manager, the post holder will oversee and manage delivery of the Local Connectors contract, monitoring service delivery and performance, building links with internal and external partners to support quality assurance and continuous improvement, and ensuring reporting is carried out in line with contract and internal requirements.

## Key responsibilities

### Service delivery

- Triage and risk assess all referrals before allocating to the team.
- Act as a conduit to negotiate and de-escalate issues before a crisis occurs.
- Assess the risk the beneficiaries pose to themselves and others, using appropriate safeguarding channels and dynamic risk assessments.
- Develop personal objectives and a bespoke plan of action with the service user, with the aim of supporting and empowering their independence, personal resilience, and connectedness with wider VCSE services and support.

### Stakeholder management

- Facilitate optimal joint working around beneficiaries by developing strong professional relationships with adult social care staff and other health and social care professionals.
- Develop strong links into the community and VCSE sector, improving knowledge, referral pathways and outcomes.
- Pro-actively participate in multi-disciplinary case meetings with relevant agencies about referrals or individual treatment, where required.

### Service Development and contracts

- Ensure support is delivered safely and effectively, using Dynamic Risk Assessments, Support Plans (including goal setting and outcome measures), whilst maintaining accurate Mosaic and BRM case notes and Datix records, in line with BRC best practice and to meet the service KPIs and needs of beneficiaries.
- Share information (with beneficiaries' consent) and review referrals jointly with external agencies as required

- Ensure data is captured and recorded accurately, in line with the requirements of British Red Cross and Reading Borough Council, to enable effective monitoring of service impact, outcomes and opportunities for continuous service improvement.
- Lead on creation of service reports, as required by the commissioner or BRC, to demonstrate qualitative and quantitative metrics.
  - Work with the Health & Care Operations Manager and Business Development Manager to support discussions with commissioners with respect to the renewal of contracts and service level agreements and the development of new contracts or business development opportunities.
  - Maximise the use of our capacity and capability to widen the roles and contribution the Red Cross can make in responding to crisis.
  - Experience or confidence in supervising staff or volunteers delivering hands-on, community-based support.
  - Ability to adapt to service development and expansion, including taking on broader leadership and oversight responsibilities.
  - Skills in service coordination and integrating multiple delivery strands to ensure seamless support for service users.

### **Quality and Performance Management**

- Contribute to the development of plans and budgets. Monitor and control budgets agreed with you and ensure compliance with BRC financial policies and procedures, including ensuring invoices are prepared and sent in a timely manner.
- Ensure beneficiaries' needs are being met through a range of user engagement and monitoring (in line with the service specification) and manage and report on the impact of our services on beneficiaries.
- Ensure the use of pertinent information to monitor and review service activity to determine resource allocation.
- Maintenance and implementation of statistical records, and provision of operational reports as required and effective liaison with internal reporting teams.
- To support the Operations Manager to ensure that appropriate service standards, recognised good practice, legal and other requirements are met.
- To work within a safe services culture of proactive engagement and shared learning when considering safeguarding and protecting people from harm

### **Leadership Behaviours**

- Authentic, consistent and honest leader.
- Actively listens and allows others to be heard.
- Adaptable to changing needs, pressures and opportunities
- Empowers others based on their skills and expertise.
- Dynamic, inclusive, compassionate and courageous.

### **Team Leader**

- All team members understand their responsibilities and objectives.

- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

**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

<b>England and Wales – Disclosure and Barring Service (DBS)</b>
<ul style="list-style-type: none"> <li>• Enhanced – Adult workforce</li> </ul>
<b>Scotland</b>
<ul style="list-style-type: none"> <li>• Protecting Vulnerable Groups (PVG) – Adult</li> </ul>
<b>Northern Ireland</b>
<ul style="list-style-type: none"> <li>• AccessNI – Enhanced Vulnerable Adults</li> </ul>

**Drivers Check - Required – Yes**

## Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• High level of enthusiasm and self-motivation</li> <li>• Ability to identify and manage risks, anticipate issues, create solutions and resolve problems</li> <li>• Relationship building, good active listening and developed interpersonal skills with a range of stakeholders both internal and external</li> <li>• Experience of person-centred support planning, supported self-management, goal setting and achieving positive outcomes</li> <li>• Coaching skills with the ability to use informed persuasion and negotiation skills to influence others</li> <li>• Flexibility and personal resilience</li> <li>• Integrity, empathy, compassion and emotional intelligence</li> <li>• Time management, prioritisation and organisational skills to manage proactive and reactive workload</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Planning and delivering projects and services on time</li> <li>• Health and social care system knowledge</li> </ul>	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>A</p> <p>A</p> <p>A</p>
Experience	S	I	A
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Casework experience delivering community-based services across any of these areas: Mental health, drug and alcohol, physical health conditions, elderly, minority cohorts.</li> <li>• Supporting vulnerable beneficiaries who have complex needs, affecting real change</li> <li>• Conflict resolution and dealing with difficult conversations</li> <li>• Managing safeguarding issues and processes</li> <li>• Ability to work autonomously and part of a team</li> <li>• Demonstrating continuous improvement of projects</li> <li>• Confident IT skills including Microsoft and relationship management systems</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Utilising appropriate statutory and VCSE referral pathways</li> <li>• Working with the local Voluntary Community Enterprise Sector (VCSE)</li> </ul>	<p>S</p> <p>S</p> <p>S</p>	<p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p> <p>I</p>	<p>A</p>

Additional requirements			
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>- Ensures inclusive practice, challenges discrimination and promotes diversity in line with our <b>Equality, Diversity and Inclusion (EDI) policy</b>.</li> <li>- 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 (except services located in London or defined urban projects).</li> </ul>	S  S	I	
Values in Action			
<p><b>Dynamic</b> - We move forward as one team.</p> <ul style="list-style-type: none"> <li>- Every day, we're adapting, innovating and learning.</li> <li>- When the unexpected happens, we are calm, quick and efficient.</li> <li>- We respond smartly, using clear processes and systems.</li> </ul> <p><b>Compassionate</b> - We stand for kindness.</p> <ul style="list-style-type: none"> <li>- People come first, no matter who or where they are.</li> <li>- We have genuine, open-minded conversations.</li> <li>- Together, we're a united force for good.</li> </ul> <p><b>Inclusive</b> - We are open to all.</p> <ul style="list-style-type: none"> <li>- We treat each other with dignity and respect.</li> <li>- Every person's uniqueness is valued, supported and celebrated.</li> <li>- Our individual backgrounds and experiences make our organisation stronger.</li> </ul> <p><b>Courageous</b> - We are bold.</p> <ul style="list-style-type: none"> <li>- We show our strength by doing the right thing.</li> <li>- We aren't scared to test our creative ideas.</li> <li>- As humanitarians, we go the extra mile to help people in crisis</li> </ul>			

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.