



Job Description

Job Title	Community Agent
Employer	Community Council for Somerset
Office Location	Home based, ideally living in area applied for Hot-desking at various locations within area
Hours	21 and 28 hours per week (various posts available). Evening and weekend work may be required
Salary Scale	£21,268 per annum pro rata
Contract Length	Until March 2019 initially
Leave	25 days per year pro rata
Objective	To provide help and support to people living in the area bridging the gap between the local community and statutory or voluntary organisations.
Accountable to	Community Agent Team Leader
Key tasks	<ul style="list-style-type: none"> • Engage with Adult Social Care in the district and wider area and take referrals from their team. • Work in a holistic way with clients to achieve clearly defined goals. • Work within designated area in both a reactive and proactive way. • Respond appropriately to the issues and needs identified and provide accurate, high quality information to clients, CCS and relevant agencies and service providers. • Research and apply to grant funds for individuals to help meet a wide range of issues. • Create referrals of appropriate urgency to relevant agencies and service providers. • Offer free, confidential practical support. • Signpost to relevant agencies and service providers. • Engage with clients in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high quality customer service at all times. • Be aware of the particular needs of the whole range of client groups including those unable to access services directly and to refer these clients on to other services effectively. • Develop effective working relationships with all partners and stakeholders including relevant CCS staff, Operations Manager, Village Agent Manager, and other Village and Community Agents. • Work as part of a team, contributing to meetings, attending relevant training, cascading information and providing ongoing support and information to managers, to enable the smooth running of the project. • Effectively promote the Village and Community Agent service and become a trusted point of contact. • Maintain a robust electronic database of clients, ensuring compliance with the Data Protection Act.

	<ul style="list-style-type: none"> • Adhere to all health and safety requirements both in the home and in the communities, taking reasonable care not to do anything that may endanger yourself or others.
Key Targets	<ul style="list-style-type: none"> • Support people to find local community based solutions to address their health and social care needs. • Provide people will have information about, and the opportunity to, participate in activities local to them that promote independence and wellbeing; • Ensure that ASC staff feel confident referring people to community based solutions • Encourage clients to be less dependent on traditional services with a higher proportion of eligible needs being met by local community based solutions.
Additional Targets	<ul style="list-style-type: none"> • Engage with local stakeholders, e.g. community groups, transport schemes etc to develop quality referral routes for clients • Take responsibility for your own time management and administration. • Report regularly to the Community Agents Team Leader • Attend relevant village agent progress meetings and training • Make necessary links to local services and stakeholders. • Take part in training that is relevant and appropriate to the post as approved by your line manager. • Complete weekly timesheets. • Undergo an annual appraisal and regular supervisory sessions. • Maintain client database and reporting mechanisms.



Person Specification – Community Agent

Attributes	Essential - Requirements necessary for safe and effective performance of the job.	Desirable - Where available, elements that contribute to improved/immediate performance in the job
Qualifications & Training	Minimum 5 GCSE's or equivalent, to include English and Maths (A*-C grade)	NVQ Level 3 (Health and Social Care) or equivalent Registration with a relevant health and social care professional body Experience of rural issues.
Knowledge and Experience	Experience of working in or with the voluntary sector Experience of working with vulnerable people. Experience of providing information to members of the public and professionals using telephone and active listening techniques. Experience in working effectively with people who may be confused, distressed, angry etc. Community Awareness. Good level of IT skills Knowledge of working with clients to create person-centered plans.	Knowledge of adult safeguarding, legislation and policy relating to Adult Social Care. Experience of supporting people with Learning Disabilities and/or mental ill-health Experience of public speaking. Experience of delivering a presentation. Experience of using databases.
Personal Qualities	Excellent communication skills by telephone and face-to-face with patience and understanding. Confident engaging with Health & Social care professionals in multi disciplinary setting to give credible feedback about the project. Ability to deal with challenging behaviour. Use of initiative/self-motivated. Non judgmental. Lateral thinker, who can provide creative solutions. Thorough and attentive to detail. Positive outlook. Problem solver, pragmatic and	

	<p>resilient. Flexible and adaptable. Able to maintain confidentiality. Willingness to participate in training and acquire new skills. Ability to work in a team and network with partners. Ability to work confidently alone. Ability to effectively manage your own workload and identify priorities. The initiative to develop the role.</p>	
<p>Other</p>	<p>Access to a reliable broadband connection. Full current driving licence. Access to a reliable car insured for business puposes Must live within the area or very close and have good knowledge of the local geography Good written, verbal and administration skills. Effective record keeping of visits and budget. Enhanced DBS check will be conducted.</p>	