



Job Description – Community Agent Team Leader

Job Title	Community Agent Team Leader
Employer	Community Council for Somerset
Office Location	Victoria House, Victoria Street, Taunton
Field Location	County wide
Hours	24 per week
Salary Scale	£24,464 per annum pro rata
Contract Length	Until March 2019 initially
Leave	25 days per year plus bank holidays pro rata
Objectives	To assist in managing the Community Agents project
Accountable to	Community and Carers Agent Manager
Responsible for	<p>Along with the Community and Carers Agent Manager, meeting the objectives, outcomes and outputs of the Community Agent Project and Adult Social Care scheme.</p> <p>Line Management of Community Agents as specified below.</p> <p>Undertaking own project administrative tasks.</p>
Key tasks	<ul style="list-style-type: none"> • Along with the Community and Carers Agent Manager, deliver the agreed work programme within the project. • Assist with the recruitment of Community Agents where appropriate. • Assist with delivering CCS induction process to Community Agent's • Line Manage Community Agents working with Adult Social Care (ASC) teams. • Alongside the Carers Project Officer mentor and coach Community Agents with their support for ASC clients. • Assist with the organisation and delivery of appropriate training. • Deputise for the Community and Carers Agent Manager in the management of the ASC project. • Be lead point of contact for Adult Social Care referrals within the service and cascade these to relevant Community Agent's as appropriate. • Attend ASC peer support and case review meetings as appropriate. • Along with the Community and Carers Agent Manager, work closely with key partners from both the voluntary and the statutory sectors. • Assist in the development of appropriate reporting mechanisms and monitoring and evaluation tools. • Assist with the production of quarterly progress and other reports as necessary for funders and stakeholders. • Liaise with all CCS staff. • Contribute to the production of publicity and promotional material for the project. • Promote Village, Community and Carers Agents scheme wherever possible. • Ensure Community Agents have access to relevant information to

	<p>help them in their role.</p> <ul style="list-style-type: none"> • Working with the Community and Carers Agent Manager, maintain effective relationships with all partners and stakeholders including Somerset County Council, the District Councils, CCG, advice agencies etc. • Working with the Community and Carers Agent Manager and other colleagues, identify sustainable funding to continue the project as a service.
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"> • Implement a work programme as agreed with the line manager. • Meet targets set out by funders. • 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 (4-6 weekly). • Attend regular staff/team meetings and the organisation's AGM.



COMMUNITY COUNCIL FOR SOMERSET - PERSON SPECIFICATION

POST: Community Agent Team Leader

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
Education, 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
Skills, knowledge and experience	Experience of managing a team of support workers either field or office based Experience of working with vulnerable people. Community Awareness. Good level of IT skills Knowledge of working with clients to create person-centered plans. Knowledge of public, private and voluntary sector organisations Ability to write reports Effective networker	Knowledge of the county of Somerset. Experience of working in or with the voluntary sector Experience of supporting people with Learning Disabilities and/or mental ill-health Knowledge of Community Development Experience of using databases
Appearance / Disposition	Smart appearance. Friendly, approachable and enthusiastic Problem solver 'Unflappable' disposition Multi-tasker	
Personality / General attributes	Excellent communication and presentation skills. Highly motivated and with the ability to work on own initiative. Team player Thorough and attentive to detail. Positive outlook. Problem solver, pragmatic and resilient.	

Somerset
Village
Agents



	<p>Flexible and adaptable. Able to maintain confidentiality. Willingness to participate in training and acquire new skills. Effective time management skills. Must demonstrate understanding of, acceptance and commitment to the principles underlying equal opportunities.</p>	
<p>Special Circumstances</p>	<p>Will require travelling around the county so a full clean driving licence is required. Use of a reliable car insured for business use.</p>	