



## Job Description

<b>Job Title</b>	<b>Village Agent</b>
<b>Employer</b>	Community Council for Somerset
<b>Work Location</b>	Home based and based in surgeries under the Bridgwater Bay GP Federation
<b>Hours</b>	30 per week
<b>Salary Scale</b>	£19,259 per annum pro-rata
<b>Contract Length</b>	Initial 12 months with possible extension
<b>Leave</b>	25 days per year
<b>Objective</b>	To provide help and support to people living in Sedgemoor bridging the gap between the local community and statutory or voluntary organisations.
<b>Accountable to</b>	Operations Manager
<b>Key tasks</b>	<p>Engage with the following surgeries:</p> <ul style="list-style-type: none"> <li><b>East Quay Medical Centre</b></li> <li><b>Taunton Road Medical Centre</b></li> <li><b>Cranleigh Gardens Medical Centre</b></li> <li><b>Redgate Medical Centre</b></li> <li><b>Somerset Bridge Medical Centre</b></li> <li><b>Victoria Park Medical Centre</b></li> <li><b>North Petherton Surgery</b></li> <li><b>Polden Medical Practice</b></li> <li><b>Quantock Medical Centre</b></li> <li><b>Cannington Health Centre</b></li> </ul> <p>and wider area and take referrals from their team.</p> <ul style="list-style-type: none"> <li>• Work in a holistic way with clients to achieve clearly defined goals within designated area in both a reactive and proactive way.</li> <li>• Respond appropriately to the issues and needs identified and provide accurate, high quality information to clients, CCS and relevant agencies and service providers.</li> <li>• Research and apply to grant funds for individuals to help meet a wide range of issues.</li> <li>• Create referrals of appropriate urgency to relevant agencies and service providers.</li> <li>• Offer free, confidential practical support.</li> <li>• Signpost to relevant agencies and service providers.</li> <li>• 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.</li> <li>• 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.</li> <li>• Develop effective working relationships with all partners and stakeholders including relevant CCS staff, Village Agent Manager, and other Village, Community and Carers Agents.</li> </ul>

	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Effectively promote the Village and Community Agent service and become a trusted point of contact.</li> <li>• Maintain a robust electronic database of clients, ensuring compliance with the Data Protection Act.</li> <li>• 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.</li> <li>• Identify the network of potential support around an individual</li> </ul>
<b>Key Targets</b>	<ul style="list-style-type: none"> <li>• Support people to find local community based solutions to address their health and social care needs.</li> <li>• Provide people will have information about, and the opportunity to, participate in activities local to them that promote independence and wellbeing;</li> <li>• Ensure that Primary Care staff feel confident referring people to community based solutions</li> <li>• Encourage clients to be less dependent on traditional services with a higher proportion of eligible needs being met by local community based solutions</li> </ul>
<b>Additional Targets</b>	<ul style="list-style-type: none"> <li>• Engage with local stakeholders, e.g. community groups, transport schemes etc to develop quality referral routes for clients</li> <li>• Take responsibility for your own time management and administration.</li> <li>• Report regularly to the Operations Manager</li> <li>• Attend relevant village agent progress meetings and training</li> <li>• Make necessary links to local services and stakeholders.</li> <li>• Take part in training that is relevant and appropriate to the post as approved by your line manager.</li> <li>• Complete weekly timesheets.</li> <li>• Undergo a bi annual appraisal and regular supervisory sessions.</li> <li>• Maintain client database and reporting mechanisms.</li> </ul>



## Person Specification – Village 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
<b>Qualifications &amp; Training</b>	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
<b>Knowledge, experience and skills</b>	<p>Good level of IT skills</p> <p>Working with clients to create person-centered plans</p> <p>Working in or with the voluntary sector with vulnerable people</p> <p>Providing information to members of the public and professionals using telephone and active listening techniques</p> <p>Working effectively with people who may be confused, distressed, angry etc.</p> <p>Community Awareness</p> <p>Excellent communication skills by telephone and face-to-face with a patient and understanding manner</p> <p>Confident engaging with Health &amp; Social care professionals in multi disciplinary setting</p> <p>Effective reporting and written communication skills</p>	<p>Adult safeguarding</p> <p>Public speaking</p> <p>Delivering a presentation</p> <p>Using databases</p> <p>Supporting people with Learning Disabilities</p>
<b>Personal Qualities</b>	<p>Ability to deal with challenging behaviour</p> <p>Use of initiative/self-motivated</p> <p>Non judgmental</p> <p>Lateral thinker, who can provide creative solutions</p> <p>Thorough with attention to detail</p> <p>Positive outlook</p> <p>Problem solver, pragmatic and resilient</p> <p>Flexible and adaptable</p> <p>Able to maintain confidentiality</p> <p>Willingness to participate in training and</p>	

	acquire new skills Work in a team and network with partners Work confidently alone Effectively manage your own workload and identify priorities Initiative to develop the role	
<b>Other</b>	Access to a reliable broadband connection Full current driving licence Access to a reliable car insured for business purposes Enhanced DBS check will be conducted	