

Job Description

Job Title	Village Agent
Employer	Community Council for Somerset
Work Location	Home based and based in surgeries under the CLICK GP Federation
Hours	28 per week
Salary Scale	£19,259 per annum pro rata
Contract Length	Initial 12 months with possible extension
Leave	25 days per year
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	Operations Manager
Key tasks	<p>Engage with the following surgeries:</p> <p>Essex House Medical Centre Springmead Surgery Tawstock Medical Centre</p> <p>and wider area and take referrals from their team.</p> <ul style="list-style-type: none"> • Work in a holistic way with clients to achieve clearly defined goals 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, Village Agent Manager, and other Village, Community and Carers 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, Community and Carers Agent services 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. • Identify the network of potential support around an individual
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 Primary Care 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 Operations Manager. • 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 a bi annual appraisal and regular supervisory sessions. • Maintain client database and reporting mechanisms.



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
Qualifications & Training	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, experience and skills	<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 & 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>
Personal Qualities	<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	
Other	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	