

Community Connector

Salary: Band 7 - £31,037 - £35,235 per annum, (£24,745 - £28,092 for 29.5 hours)

29.5 hours per week - Tuesday, Wednesday, Thursday 9am-5pm Friday 9am-4.30pm.

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

DBS Disclosure will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Independence and Wellbeing Service

As a service we take pride in our work by valuing others, focusing on what is important so that we make a real and positive difference. Our values are outlined in our Ways of Working and if they reflect how you are and how you work then this could be the role that meets your expectations.

The Team

We are a diverse multi-disciplinary team with a strength based and person-centred approach. The work we do is evidence based and we believe that prevention, workforce development and partnership working is key to our success.

We are part of Adult Social Care, and our purpose is to support the people of Portsmouth to

- retain their independence and quality of life.
- keep well.
- avoid social isolation and loneliness.
- have a sense of purpose.
- promote community cohesion and integration.

The aim of the Community Connector Service is to reduce feelings of social isolation and loneliness and to increase confidence and ability to access community-based opportunities. This will reduce dependence, and demand on health and social care statutory services through opportunities for early intervention.

What is the role?

We require a part-time member of staff to work in our Community Connector Service. The service supports vulnerable adults, aged 18+, who are lonely or isolated and may be experiencing poor mental health to identify and access resources and opportunities within their local communities which will improve their connectivity and increase their social support networks. The focus of this service is on early intervention to promote health and wellbeing, help maintain independence and build resilience. Some of our clients have quite complex needs which requires close partnership working across Adult Social Care.

The Community Connector will support clients to identify realistic goals that will enable them to access community opportunities within their local community.

The Community Connector will provide support to individuals to achieve their goals e.g. accompanying them to groups/activities/volunteering for a short period of time until they feel confident to do so by themselves. You will support individuals to build up their confidence in relation to potential barriers to accessing community opportunities such as using public transport, or confidence with mobility issues or to 'get them through the door' of a new social activity etc.

The post holder will typically

- Make direct contact with members of the public who have been referred to the service. This will initially be done face-to-face by a meeting either in their home or in a community setting of their choice to complete an assessment and action plan to support them to achieve their goals.
- Use Making Every Contact Count Healthy Conversation Skills and behaviour change techniques to discuss needs, identify goals and establish an action plan.
- Research and source opportunities and resources based on the preferences of the client provide that information to the client in an appropriate format based.
- With the agreement of the client refer to other agencies where appropriate.
- Attend groups or activities with the individual when appropriate.
- Manage a case load of clients and be responsible for organising and prioritising your own workload in what is a busy service.
- Keep very clear accurate records and input data onto the Adult Social Care electronic system.
- Liaise with local services to maintain a good knowledge and understanding of the wide range of community resources available. Collate and cascade this information in an appropriate way across the team.
- Manage enquiries from the public, colleagues across Adult Social Care and from other professionals.
- Attend events to promote the service.
- Have a can do, positive and solution focused approach.
- Any other duties commensurate to the post.

Who is the person?

You need to have:

1. Excellent verbal and written communication and presentation skills. The ability to converse at ease with people and provide advice in accurate spoken English is essential for this post.
2. Good literacy and numeracy skills i.e. qualifications in Maths and English to GCSE level or equivalent qualification.
3. Knowledge and experience of safeguarding legislation and procedures to safeguard adults and/or children.
4. Excellent IT skills including, but not limited to, proficiency in Microsoft Office 365 software.
5. Have extensive experience of working face to face in a Social Care or community setting and ideally be used to holding a case load.
6. Have experience of working in partnership with a wide range of organisations across the public, voluntary and private sector.

7. Have knowledge and understanding of the issues facing people who are experiencing loneliness and isolation and the impact it has on their health and wellbeing.
8. Have knowledge, understanding and experience of working with people who are experiencing poor mental health and/or lacking in confidence/self-esteem.
9. Have experience and a good understanding of working in a person centred, empowering, strength-based way and of managing expectations and maintaining professional boundaries.
10. Have excellent communication and interpersonal skills with the ability to engage positively with a diverse range of people including vulnerable adults, other professionals and members of the public.
11. Have good literacy skills as you will be required to keep clear records and provide a range of information for your line manager.
12. Have experience of using robust monitoring and evaluation processes in a work environment.
13. Have a good understanding of the skills and approaches required to develop and maintain effective working relations with volunteers.
14. Have experience of working under your own initiative with minimum supervision as well as part of a team, be able to multi-task and manage your own diary.
15. Have a knowledge of services and community-based opportunities across Portsmouth.
16. Be prepared to work flexibly to meet the needs of the client including occasional evening and weekend work.
17. Be willing to undertake professional development including MECC Healthy Conversation Skills (Making Every Contact Count) training.
18. To be a car driver with access to transport or able to easily access public transport to move across Portsmouth city.

Additional information:

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the Gov website to read the full notice.



Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application

Signed.....Dated.....

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.