



Recovery Community Connector - secondment/fixed term opportunity for up to 2 years due to funding.

Salary: Band 7 - £32,062 - £36,363 per annum, £25,996 - £29,483 for 30 hours)

30 hours per week, 4 days per week (You will be required to work on a Monday and Wednesday but other days will be discussed at interview)

Office attendance is required minimum 1 days a week for part time staff, this remains flexible, subject to business needs

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 who 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 are seeking a Community Connector to support individuals who have progressed in their recovery from alcohol and/or substance misuse and are experiencing loneliness or isolation. These individuals may face challenges in identifying and accessing resources or opportunities within their local communities. The aim of the role is to help them build social support networks, increase community engagement and reduce social isolation and loneliness.

The Community Connector will work with referred clients—those ready to move to the next stage of recovery—to identify realistic, self-sustainable goals that promote independence and community inclusion and provide short-term, practical assistance



such as accompanying individuals to groups, activities, or volunteering opportunities until they feel confident to participate independently.

They will also support clients in overcoming barriers to accessing services related to housing, education, health, and other essential needs and help individuals develop practical life skills, including effective scheduling of appointments, self-advocacy, and prioritisation of support needs.

The Community Connector will collaborate closely with existing alcohol and substance misuse services and other agencies such as health, social care, and housing to ensure coordinated support.

By fostering confidence, resilience, and practical skills, the Community Connector will enable individuals to strengthen their social networks, access community resources, and maintain long-term recovery.

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 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.
- Work in collaboration with existing alcohol and substance misuse services who will refer clients who are ready to progress to the next stage of their recovery.
- Support individuals to build up their confidence in relation to potential barriers to accessing community opportunities, support services such as housing, education, health etc.
- Support individuals to develop skills to independently undertake 'life admin' such as effective scheduling of appointments, self-advocacy, prioritisation of support needs etc.
- Develop and strengthen collaborative relationships with partners in the recovery sector to enhance service delivery and promote awareness of the service.
- 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, activities, appointments 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:

1. Excellent verbal and written communication and presentation skills. The ability to converse at ease with customers 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 or experience.
3. Knowledge and experience of safeguarding legislation and PCC policies 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. Possess extensive knowledge or personal lived experience of the challenges faced by individuals affected by substance and/or alcohol misuse and those in recovery.
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 written 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 an excellent 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. The ability to converse at ease with customers and provide advice in accurate spoken and written English is essential for the post.
19. To be a car driver with access to transport would be desirable or have the ability to easily access public transport to enable you to move across Portsmouth city.

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



General Data Protection Regulation (GDPR)

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