



## Job description

### Details of the job

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| Job title:    | Community Connector                                     |
| Grade:        | Equivalent Agenda for Change Band 5 (£27,055 - £32,934) |
| Reports to:   | People & Operations Lead, MindSpace Stamford            |
| Service area: | Four Counties PCN                                       |

### Overall purpose of the post

A principle aim of the Adult and Older Adult Community Mental Health Transformation Programme in Lincolnshire is to create an environment where the public, private and voluntary sector works together with communities in Lincolnshire. By investing in communities and supporting local delivery by those who know their population the best, we will improve the outcomes for people who do not yet have local support networks, creating places where people can feel safe, healthy, connected and able to help themselves and each other.

To deliver this we are looking to recruit to dynamic and compassionate people who will join us as Community Connectors working as part of the Integrated Place Based Teams to pioneer this way of working and lead on local community development initiatives with the aim to re-connect people with their communities, understanding not only what communities provide and need but how to make the best use of community assets.

These roles will provide on the ground support to individuals, groups and communities to change the conversation from providing services to communities to how we can work with and help communities to help themselves. The role is more than simply one of community development; it is about listening to communities, uncovering what is important and what will lead to the greatest impact for a community and for our services.

Community Connectors will help to facilitate grass roots problem solving and take an asset based approach to building and connecting communities together to become stronger and resilient.

## Main accountabilities

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| 1. | <p><u>Enabling People to live their best lives</u></p> <p>To work within their community to identify and promote local opportunities for people to independently support their own mental health and wellbeing.</p> <p>Identify and develop existing assets and new alternative solutions to community provision that would be deemed appropriate for low level mental wellbeing support, enabling people to access a safe, supportive and therapeutic environment, promoting independence, opportunity and recovery for all.</p> <p>Directly or indirectly offer focused, holistic support to individuals with the aim to prevent escalation to statutory services and providing them with the opportunity to explore different areas of life that might be impacting on their mental health and wellbeing, encouraging people to access local activities and services with the aim of building knowledge, skills, confidence, and resilience.</p> <p>Connect and communicate with local communities to support the implementation of the Integrated Model.</p> <p>Promote well-being and reduce social isolation.</p> |
| 2. | <p><u>Supporting Social Action</u></p> <p>Build on the increased levels of social action and the willingness for people to support their communities.</p> <p>Working with communities and partners to harness the potential and energy to support the formation of new, or the sustainable continuation of established community groups or activities.</p> <p>Identify and establish linkages with key community leaders and individuals, build rapport based on shared assets and a common understanding of the data to identify solutions to build skills, community activities and facilitate new connections, making best use of the resources available to them.</p>   |
| 3. | <p><u>Working collaboratively</u></p> <p>Working alongside colleagues with in the local Integrated Place Based Teams you will collaborate with local authority, NHS, voluntary sector partners, mental health and community services, faith groups and business links to present unified responses that solve problems early for individuals and communities, in a way which recognises the complexity of people's lives and our shared aim of supporting people to be happy, healthy and independent.</p> <p>Support the involvement of people with lived experience of mental health in the design, delivery and monitoring of support and activities.</p>  |
| 4. | <p><u>Developing Community Empowerment and Community Networks</u></p> <p>Working with specific communities to facilitate a shared understanding of the strengths of a local community.</p> <p>Develop community-led events and activities (both online and offline) to engage and connect key communities to identify and address their needs making best use of the available community assets.</p> <p>Community-led problem solving may (but not exclusively) include matters of community safety, older people maintaining independence, positive outcomes for young people, health and wellbeing issues including loneliness and early support with mental health issues, or food and fuel poverty.</p>   |

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| 5. | <p><u>Understanding Community Assets</u></p> <p>In partnership with other local organisations, identify and map the areas community assets to enable the updating and maintenance of local directory/navigation information and to support the ongoing development of the local mental health offer.</p> <p>Encourage communities to recognise and make use of individual skills and other community resources, enabling connections between individuals of all cultures and backgrounds in order to promote a more integrated and resilient community environment.</p> <p>Encourage signposting and access for individuals and communities from diverse backgrounds to a wider range of activities and opportunities that will enable the development of skills and community integration. For example, available arts and crafts, physical activity and sports, cultural and life enhancing skill development, hobbies, interests, and others.</p>                 |
| 6. | <p><u>Lead on the promotion and development of the community partnership approach</u></p> <p>Support communities through coaching and training community leaders and individuals in the principles and practice of the Asset Based Community Development (ABCD) approach.</p> <p>Connecting communities and partners to projects, programmes and activities, driving peer to peer support for community groups and community leaders</p> <p>Promoting the utilisation of resources (including libraries, schools community centres and others) to enable the development of and access to community assets</p> <p>In response to identified local gaps, actively communicate and coordinate opportunities for joint bidding and funding across the local community partnership.</p>  |
| 7. | <p><u>Addressing health inequalities</u></p> <p>To demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.</p> <p>Ensure support reaches out to vulnerable, deprived and isolated members of society and identify ways to enhance access and reduce barriers.</p>   |
| 8. | <p>Offer support to groups and activities, with the aim of building knowledge, skills, confidence, and resilience.</p> <p>Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the department.</p> <p>Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.</p> <p>Develop procedures for own work area and undertake specific projects relating the implementation of the programme.</p> <p>Develop and maintain systems for project delivery, capturing required data and subsequent reporting.</p> <p>Maintain confidentiality of all information used in activities, in accordance with policies, ensuring compliance with the General Data Protection Regulations and patient confidentiality.</p> |

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



**Person specification**

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| Job title:    | Community Connector |
| Grade         | Band 5              |
| Service area: |                     |

| ATTRIBUTES   | ESSENTIAL CRITERIA   | DESIRABLE CRITERIA   |
|--|--|--|
| <b>Education, qualifications training and experience</b> | <p>This post requires satisfactory clearance of a Disclosure and Barring Service disclosure: Standard</p> <p>A Level standard or equivalent, A-C grade in any subject (or equivalent)</p> <p>GCSE or equivalent, A-C Maths &amp; English</p> <p>Equivalent vocational experience in a relevant role.</p>   | <p>Evidence of continued professional development in Community Development or relevant subject area</p>  |
| <b>Knowledge</b>   | <p>The places within Lincolnshire and a broad understanding of its different types of communities</p> <p>Organisational structures of public and voluntary organisations. Local government, public services and the voluntary sector.</p> <p>Social issues affecting rural and urban communities and the challenges faced by families or individuals needing the most support</p> <p>Social issues affecting older people</p> <p>People Centred and Strength Based community engagement and community development approaches and techniques (e.g. Asset Based Community Development, Community Organising, Co-production, Community-led action )</p> <p>Safeguarding principles of all vulnerable people</p> | <p>The types of services and support provided by the Public and voluntary sector</p> <p>Grant applications, identifying and accessing funding for community led action or activity.</p> <p>The difference well-connected communities can make to the lives of residents and on the demand on public sector services</p> <p>The principles behind Community signposting, Social prescribing, community navigating schemes</p> |

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| <b>Experience</b>          | <p>Working in Local government, public services and/or the voluntary sector on work related to public services.</p> <p>Community engagement and development leading to improved outcomes</p> <p>Working in or with Community groups, volunteering or working with the volunteering sector</p> <p>Supporting community-led events and activities</p> <p>Partnership working with a mix of multi agencies from the public, private and/or voluntary sector</p>  | <p>Organising, funding and running/ facilitating community events and or activities</p> <p>Working with hard to reach communities or those in the most need</p> <p>Working collaboratively with a variety of community groups and partners</p>   |
| <b>Ability and skills</b>  | <p>Proven ability to use Microsoft Office applications such as Outlook, Word, Excel and PowerPoint and conduct web based research</p> <p>Ability to build strong and effective human relationships with people in the community, in partner organisations and local businesses through good communication, networking, presentation and listening skills.</p> <p>Ability to support communities to engage and work collaboratively with the wider system (voluntary, public and private sector)</p> <p>The capability to bring people together and organise inclusive community activities or community engagement events quickly and efficiently</p> <p>Ability to inspire and influence communities into social action and in particular that which supports Council services.</p> <p>Good Literacy and numeracy skills, fluent in English</p> <p>Administrative skills e.g. arranging meetings (both virtual and face-to-face), taking notes and ensuring actions are undertaken.</p> <p>Ability to prepare written reports including community based evaluations that can be presented to senior management.</p> <p>Highly self-motivated and dynamic. Comfortable with and able to adapt to frequent changes in work direction and local priorities</p> <p>A creative approach to problem solving and a can-do attitude</p> <p>Must be able to travel to places within their own allocated District to attend meetings and events when face-to-face meetings are required.</p> | <p>Ability to appropriately provide content, administer and manage social media accounts. Utilise apps and cloud based software to better connect with communities.</p> <p>Comfortable working with virtual meeting platforms (Teams, Zoom, Skype) and Cloud based sharing and collaboration platforms (Google docs, SharePoint, Huddle)</p> <p>Ability to recognise when the communities are better placed to take a lead and supporting them to do so.</p> <p>Ability to portray the benefits of strength based community development to others and teach techniques in training workshops</p> <p>Ability to travel.</p> |
| <b>Equal opportunities</b> | <p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>   |  |