

# Job Description

## Job Title Community Agent

<b>Reporting To</b>	Community Agents, Service Coordinator	<b>Location</b>	Home based (Essex)
<b>Hours</b>	Average 10 – 20 hours per week, (Flexible) Minimum of 10 core hours.	<b>Rate</b>	Starting rate £10.00 ph

## SCOPE

The Rural Community Council of Essex (RCCE) is working in partnership with the British Red Cross and Essex Neighbourhood Watch to provide a county-wide Community Agents Service. The service is funded by Essex County Council.

This is a community-based, community-led, early intervention programme particularly for vulnerable older people and informal carers, which aims to strengthen individual resilience, provide support at home and reduce the need for health, social care and community safety interventions.

RCCE will employ Community Agents to work in the following areas across Essex. **Braintree, Chelmsford, Maldon, Colchester, Tendring, Uttlesford.**

The British Red Cross will employ Community Agents to work in the remainder of Essex covering; Basildon, Harlow, Epping Forest, Brentwood, Castle Point and Rochford.

The role is home based, covering a local area but with occasional travel to the RCCE offices as appropriate. The post-holder will work an average of 10-20 hours per week with a need to be flexible and available up to 20 hours when necessary.

The role will be line managed by a Community Agents, Service Coordinator and be part of the Community Agents Team.

## Overall Purpose of the post

Visit people to identify the need for advice, support, adaptations, independent living skills and social interactions.

Provide high quality information and support and promote healthy living via access to a wide range of services.

Develop social networks and local activities that support health and wellbeing which can be sustained by the community in the longer-term.

Develop effective working relationships with all partners, stakeholders and local organisations.

## Main Duties and Responsibilities

1. To engage face-to-face with service users to identify specific needs and appropriate interventions.
2. Enable referrals and links between individuals and service providers.
3. Provide high quality information and promote wellbeing and prevention initiatives.
4. Be a friendly source of information and support within the community.
5. Help people help themselves or one another through initiatives to facilitate and support increased –
  - Individual and community capacity
  - Social inclusion and community networks
  - Reciprocal support
  - Sustainable caring roles
6. Help people maintain or regain independence through-
  - Living skills, adaptations and enablement approaches
  - Simple safeguards and new technologies
  - Advice, information and advocacy regarding appropriate housing and support.
7. Discuss the intended service user outcomes with the appropriate health and social care professionals and ensure that volunteers are aware of the outcomes required before visiting the service-user.
8. Develop effective working relations with all partners, local organisations and stakeholders.
9. Undertake regular service-user visits to monitor progress.
10. Provide guidance and support to the volunteers who work within the service, communicating on a regular basis with them and ensure they complete relevant paperwork following a visit.
11. Monitor and assess volunteer competencies and assist with volunteer training needs.
12. Assist the Co-ordinators with volunteer induction and training programmes.
13. Work flexibly with and provide support to the co-ordinators, acting as contingency during absences.
14. Undertake risk assessments when necessary on the service user, environment and volunteers. To alert the service co-ordinators of any concerns over referrals.
15. Keep appropriate electronic and paper records, complete reports as required and assist in the compilation of case studies.
16. Assist with the effective promotion of the Community Agents service.
17. Ensure Service User Engagement questionnaires are used and assist with monitoring the results.
18. Undertake training as required
19. Adhere to all relevant policies, including health and Safety, Lone Working and Data Protection policies.
20. Take part in team meetings.
21. Undertake any other relevant duties that may be required as directed by the Community Agents, Service Coordinator or other RCCE manager.

# Person Specification

<b>Job Title: Community Agent</b>	
<b>Ref:</b>	
<b>Education/ Training</b>	<ul style="list-style-type: none"> <li>&gt; Educated to GCSE level or equivalent by experience</li> <li>&gt; Be willing to train to NVQ 1 &amp; 2 qualification in relevant subjects such as Health and Social Care and Food Preparation.</li> </ul>
<b>Experience</b>	<p>To include:</p> <ul style="list-style-type: none"> <li>&gt; Participation in a multi-disciplinary team environment</li> <li>&gt; Experience of working in the voluntary sector</li> <li>&gt; Experience of delivering high quality services to the public</li> <li>&gt; Experienced car driver and have access to a car</li> </ul>
<b>Knowledge/ Technical Skills</b>	<ul style="list-style-type: none"> <li>&gt; Knowledge of services provided by the NHS and Social Care.</li> <li>&gt; Knowledge of the local area served by the scheme.</li> <li>&gt; Understanding of how to improve service quality for the benefit of users.</li> <li>&gt; Able to plan own workload</li> <li>&gt; Working knowledge of health and safety practices</li> <li>&gt; Understanding of the Risk Assessment process</li> <li>&gt; IT literate</li> </ul>
<b>Personal Skills</b>	<ul style="list-style-type: none"> <li>&gt; Excellent interpersonal and communication skills</li> <li>&gt; Ability to work as part of a team and on own initiative</li> <li>&gt; Ability to deal with queries in a diplomatic, professional and confidential manner.</li> <li>&gt; Good telephone manner</li> <li>&gt; Ability to quickly understand a situation and develop logical solutions.</li> </ul>
<b>Special Circumstances</b>	<ul style="list-style-type: none"> <li>&gt; Willingness to work flexible hours</li> <li>&gt; Willingness to undertake training as required</li> <li>&gt; Able to travel around the area as required</li> </ul>