

**Community Agent**

**Job Description**

**Post:  Community Agent/s for Holt and South Wrexham**

**Locati Location:  Outreach across the Community Council areas of Holt, Abenbury and**

**Is y coed (50%) and South Wrexham Maelor (50%).**

**Offices: The Rainbow Centre in Penley and /or Marchwiel Village Hall.**

**Supervised by:   Wellbeing Lead at the Rainbow Centre**

**Pay:            £18,525 pro rata (plus travel expenses)**

**Hours:        Full time or 2 x part time**

**Contract:          Initially a 1 year fixed term contract (with potential for extension**

**– subject for funding)**

**CLOSING DATE:         end of Wednesday 7th July 2021**

**INTERVIEW DATE:   Week commencing 12th July – dates to be confirmed**

**About the Rainbow Centre**

Penley Rainbow Centre is an award winning local charity which works to improve the Health and Wellbeing of our rural community. We believe in a society where people have the opportunity to be treated with respect and live fulfilled lives. We promote independent living, positive ageing and have an excellent reputation for high quality services.

The Rainbow Centre have been working together with our local Community Councils to provide a Community Agent service across the areas of Holt**,** Abenbury and Is y coed and Wrexham Maelor South.

Community Agents are an innovative response to a recognised need that many people living in our communities are unable to connect with key services that help and maintain well-being and support their quality of life.   Community Agents work with the over 50s in Wrexham, providing easy access to a wide range of information that will enable them to make informed choices about their present and future needs. The aim is to help older people feel more independent, secure, and cared for, and to have a better quality of life. Community Agents will support people living in our rural area, bridging the gap between the local community and the statutory or voluntary organisations, and offering help or support.

**Overall purpose of the Community Agent/s**

* 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 tasks**

* Engage face to face with service users to identify needs and appropriate interventions
* Work in both a reactive and proactive way to support older and vulnerable people within that community.
* Help people help themselves or one another through initiatives to facilitate and support increased – Individual and community capacity - Social inclusion and community networks -  Sustainable caring roles
* 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.
* Engage with the service user in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high quality customer service at all times.
* To be aware of the particular needs of the client group including those unable to access services directly and to refer these clients onto other services effectively.
* Access and accurately maintain electronic/hard copy client records, calls and referrals ensuring compliance with the Data Protection Act,
* Use  IT equipment appropriately and effectively.
* Effectively promote the Community Agent service and engage older people in the most appropriate way.
* Maintain a database of clients to assist with the monitoring of outcomes of the service
* 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.
* Prepare monthly progress reports for the Community Council Stakeholder Group and give presentations on work undertaken.
* You will work with the government guidance of social distancing during the Covid 19 pandemic – doing work from home where appropriate, from the Rainbow Centre and some home visits if necessary (following guidelines given and using PPE).

**PERSON SPECIFICATION**

**Post:    Community Agent/s**

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| **Essential** |  |
| **Qualifications** | A good standard of education educated to GCSE or equivalent by experience.  Qualification in relevant subject such as Health and Social Care |
| **Qualities** | Highly organised, self-motivated and able to manage own workload.  Strong attention to detail  Desire to help people and commitment to the needs of older people.  Non-judgemental, positive in outlook, pragmatic, and a good problem solver  Excellent communication and interpersonal skills and the ability to interact with self-assurance with a wide range of people.  Ability to maintain confidentiality. |
| **Skills** | Ability to present clear and concise information in different formats and to different audiences.  Ability to acquire relevant knowledge.  Effective record keeping  Broad and confident skills in ICT  Flexible and responsive in your approach to work  Knowledge of local area served by the scheme. |
| **Experience** | Experience in providing information to members of the public and professionals using telephone and active listening techniques.  Previous experience in the care profession or advice and  Experienced car driver with access to a vehicle |
| **Desirable** | Background in Advice, Advocacy, Health & Social Care or Community Outreach Services  Live local to Holt, Abenbury and Is y coed and Wrexham Maelor South or know the area/s well. |
| **Other** | Ability and willingness to work outside normal office hours when required.  Have a driving licence and access to a vehicle.  This post is subject to an enhanced DBS check |