Community First East Lothian

**Job Title**: Community First Worker

**Working hours**: 3 Posts 35/28/28

**Rate of pay**: £25,257 full time (35 hours) £20,205.60 pro rata (28 hours) plus 6% contribution to pension scheme

**Contract: 3 years** (on successful completion of probationary period)

**Closing date: 12 August 2022**

**Interview date: 17/18 August 2022**

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| We are looking to recruit to the post of Community First Worker who will work in local communities, in an area of deprivation, providing 1:1 person-centred support to people in contact with our Statutory Services HSCP/ELC. This post will work with individuals to enable them to identify personal outcomes and priorities for their health and well-being and signpost and assist them to access local and national support services and activities. You must have experience of working with people who are experiencing complex social and emotional circumstances, a strong understanding of the challenges faced by people living in areas of deprivation in relation to living well, and extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations |

For more information and to download an application pack

**Website www.volunteereastlothian.org.uk**

**Call us on 01875 615 423**

**Email lana@volunteereastlothian.org.uk**

We are committed to equal opportunities

**Job Description**

**Post Title:** Community First Worker

**Rate of Pay:** £25,257 full time (35 hours) £20,205.60 pro rata (28 hours) plus 6% contribution to pension scheme

**Hours:** *35/28/28*

**Responsible to:** Operations Manager

**Overall Purpose of the Job:**

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| The Community First Worker will   * Provide a person-centred service that is responsive to the needs and interests of the local population living in an area affected by socio-economic deprivation. * Support them to identify issues that affect their ability to live well, taking a person-centred approach. * Support individuals to help them identify personal outcomes and priorities that they would like to address and assist in overcoming the barriers to addressing these. * Link them to local and national support services and activities. * Support the statutory services to become better equipped to match local and national support services to the needs of individuals attending for health care. * Build relationships and processes between the Statutory Services and community resources, statutory organisations, other health services and voluntary organisations. * Work and support the recruitment, training, supervision and allocation of community volunteers |

**Main Duties and Responsibilities**

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| **1.** | Provide through good conversations, a specialist and professional service to people in contact with Adult social work services, Community Integrated Rehabilitation Team and other Statutory Services who may be experiencing complex social circumstances and build non dependant relationships and trust with them |
| **2.** | Enable people to identify personal outcomes and priorities to improve their health and well-being, overcome any barriers to addressing these and where appropriate, link people to relevant local and national support services and activities. |
| **3.** | Implement effective pathways for accessing the Community First Service to ensure people face minimal barriers and are offered a 1:1 appointment within an appropriate timescale |
| **4.** | Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3rd sector to ensure people are able to be supported to negotiate complex pathways. |
| **5.** | Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues. |
| **6.** | Develop excellent working relationships with all staff within the Statutory Services to become a key member of the team ensuring that the service takes account of the individual demographics and circumstances of the Statutory Services. |
| **7.** | Train and manage the Community First Volunteers |
| **8.** | Provide appropriate feedback to Statutory Services, 3rd sector organisation and other stakeholders on the challenges and achievements of the service. |
| **9.** | Maintain accurate and consistent records on each client through a quality assured case management system and the Statutory Services referral process. This could include recording an agreed minimum core data set required for on-going monitoring and evaluation of the Community First Service by the HSCP. |
| **10.** | Deliver reports in an agreed timeously manner to enable evaluation and further learning. |
| **11.** | Undertake any other duties as deemed appropriate by line manager. In order to be able to effectively support people facing complex problems, the post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs. |

**Community First Worker – Person Specification**

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|  | **Essential: minimum acceptable level for safe and effective job performance** | **Desirable: the attributes of the ideal candidate** |
| 1. Educational (e.g. qualifications, membership of professional bodies) 2. Occupational (e.g. experience) | Knowledge and experience of working with people who are experiencing complex social and emotional circumstances  Effective interpersonal skills in working with people on a 1:1 basis and with organisations, including the ability and sensitivity to work with vulnerable people to build trust which allows the sharing of personal information  Ability to listen, motivate and support individuals and stakeholders.  Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgemental  Demonstrable strong understanding of challenges faced by those living in areas of deprivation  Interest in health inequalities, health improvement, wellbeing, and self-management  IT skills including the use of Microsoft Office and ability to produce written reports and maintain patient/client records  Ability to work autonomously on own to plan workloads, meet deadlines and also work as part of a team  Ability to demonstrate resilience in dealing with emotions and distress  Positive outlook, self-motivated and flexible | Recognised qualification in Health and Social Care, Community Learning and Development, NALW qualification  Relevant qualification in topics such as motivational interviewing  Willingness to learn/upskill  Experience of working in partnership with other local and statutory organisations  Experience of working within the Community, Health or Social Care Setting  Strong understanding and sensitivity to the needs of people who may be isolated, have long term conditions, experiencing poor mental health or living in deprivation  Skilled in delivering information clearly, concisely, and timeously  Car Driver |