**Role Title:**  Community Connector

(The post will be subject to an enhanced PVG Check)

**Weekly Hours** 35 hours per week, part time hours will be considered

**Status/Duration**  18months, with the possibility of a further 2-year extension

**Remuneration**  £25,000-£29,000 (Equivalent to NHS Band 4 Pay Scale)

<https://www.sehd.scot.nhs.uk/pcs/PCS2022(AFC)03.pdf>

**Probation:** Six months

**Location** North Lanarkshire Disability Forum, 41-42 Civic Square, Motherwell, ML1 1TP

**Offer letter and contract provide full terms and conditions**

**1. Role Purpose and Background**

[Community Solutions](http://www.voluntaryactionnorthlanarkshire.org/article/about-community-solutions) is an exciting, respected and effective partnership programme which supports community and voluntary organisations to improve people’s wellbeing, promote equality and provide support to vulnerable people across North Lanarkshire by:

* funding 6 locality host organisations to facilitate joint working at local level, including sharing information and good practice; identifying priority needs; managing allocation of small grants through a Locality Activity Fund and promoting other funds managed through the Community Solutions Programme
* funding over 200 local and/or NL-wide thematic projects on a wide range of issues including advocacy and self-directed support; carers support; children and young people; mental health and wellbeing
* supporting wider community engagement in the Community Solutions programme and health and social care integration
* promoting the Community Solutions values and approach to inform development of other health and social care services and, where appropriate, other services and initiatives that support wellbeing.

The Community Solutions programme was established in 2012 and now has recurrent annual funding of around £1.1 million from Health and Social Care North Lanarkshire (HSC-NL), plus additional funding from HSC-NL and other sources – with a current annual total of over £3 million.

With additional funding over the coming two years coming from:

* Health and Social Care North Lanarkshire Prevention and Early Intervention additional funding
* NHS Charities Together – Connecting Communities for Health: Investing in Lanarkshire’s Social Prescribing Network
* Macmillan Cancer Support – Improving the Cancer Journey (ICJ)

The Community Solutions programme is piloting a new Improving Lives Initiative (ILI). In addition to increasing the resources to support the Locality Hosts and increasing the funding to distribute through the Locality Activity Fund; the ILI will also establish a team of Community Connectors to provide support to people who would benefit from informal community-based support and help accessing formal statutory support should they need it. The Community Connectors will signpost people to community supports provided by Community and Voluntary Sector (CVS) Organisations and where appropriate link to statutory services such as Home Assessment Teams and Integrated Rehabilitation Teams.

The Community Connectors will be employed by North Lanarkshire Disability Forum (NLDF), which was established in 1991 by and for disabled people and their carers, and continue to be a user led organisation. NLDF provide up to date information on disability issues throughout North Lanarkshire. The ethos of NLDF is keeping people independent and in their home for as long as possible by empowering people with information, access to appropriate supports and ensuring they know their rights.

NLDF are keen collaborators within Health and Social Care supporting individuals and their carers to contribute to consultations that matter to them such as National Care Service, devolved benefit consultations through Social Security Scotland, Strategy guidance on Self-Directed Support (SDS), and more local issues around supports for people with Additional Support Needs (ASN) such as accessing Children and Adolescent Mental Health Services (CAMHS).

NLDF currently has four projects providing practical supports around finances, social needs and carer breather sessions for people in North Lanarkshire to link into providing information, advice and wellbeing tools.

NLDF are Volunteer Friendly accredited and Living wage employers.

For more information on NLDF, please contact Lorraine on 01698 275710 or email Lorraine@nldforum.org.uk or visit our website at [www.nldforum.org.uk](http://www.nldforum.org.uk)

**2. Responsibilities**

Working closely with the other Community Connectors, their host employers, the network of Locality Hosts and other teams within Voluntary Action North Lanarkshire, the post holder is responsible for:

**Place**

* Delivering the ILI Community Connector service in the allotted Localities, incorporating the ICJ service across North Lanarkshire
* Work as part of a wider team of Community Connectors across North Lanarkshire
* Collaborate with ICJ service across all of Lanarkshire to ensure successful ICJ service delivery

**People**

* Dealing appropriately with referrals to the ILI Community Connector service, incorporating the ICJ service
* Provide a person-centred service that enables people to navigate the health, social care and wider systems to access practical, emotional and social support by promoting self-management and to live well with cancer and/or other long-term conditions
* To be responsible for proactively identifying the needs of people affected by cancer using the Macmillan Holistic Needs Assessment (HNA) tool to ensure people get the right support to meet their needs
* Provide sensitive support to people referred building rapport and showing empathy through clear communication

**Partnership**

* Develop understanding of the health and wellbeing support and services provided by voluntary and community organisations and statutory partner, in the allotted locality and as appropriate more widely in North Lanarkshire
* Promoting ALISS (A Local Information System for Scotland) directory/website, and supporting uploading of information by CVS organisations to improve knowledge of Social Prescribing services locally; and to advise and develop other ways of sharing information when access to digital directories is not possible
* Have direct links and engagement with the Macmillan Programme manager and engage with the Macmillan ICJ central hub
* Providing appropriate input to the North Lanarkshire and Lanarkshire wide ICJ Project Operational group and associated sub-groups, sharing progress on programme milestones and action plans
* Participate in Macmillan’s Link Worker “Community of Practice”, to keep abreast of good practice and developments with other Improving Cancer Journey services, maintain peer support and identify opportunities for reflective practice to identify training needs

**Plan and Report**

* Develop and maintain referral pathways with a range of relevant partners
* Provide monitoring and progress reports for key partners in collaboration with the Senior Programme Officer within the Community Solutions Programme
* Maintain an agreed case management database and communication system, whilst understanding safeguarding and privacy rules
* Produce accurate, concise and timeous reports using relevant software

**3. Person Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **3.1 Educational Attainment** |  |  |
| 3.1.1 Relevant SVQ/HND qualification. | x |  |
| 3.1.2 Relevant specialist training/qualification |  | x |
| **3.2 Values, attitudes and knowledge** |  |  |
| 3.2.1 Understanding of health and social care and the role of the community and voluntary sector. | x |  |
| 3.2.2 Commitment to and understanding of the mission and values of VANL **or** a willingness to develop these | x |  |
| 3.2.3 Commitment to making a positive contribution to residents and communities in North Lanarkshire. | x |  |
| 3.2.4 A positive and “can do” attitude with a willingness to reflect, learn and improve. | x |  |
| **3.3 Skills and Qualities and Experience** |  |  |
| 3.3.1 At least three-years relevant experience in paid, volunteer and/or learning roles. | x |  |
| 3.3.2 Knowledge of Social Prescribing or an ability to learn about Social Prescribing; and experience of supporting people to access community and voluntary sector supports to improve health and wellbeing | x |  |
| 3.3.3 Experience of working with and understanding the concerns of vulnerable people, especially those affected with cancer and/or other long-term conditions. | x |  |
| 3.3.4 Excellent organisational, administrative and time-management skills, with the ability to work flexibly to respond to people being supported | x |  |
| 3.3.5 Excellent verbal and written communication skills | x |  |
| 3.3.6 Excellent interpersonal skills with the ability to listen, motivate and support people in complex and emotional situations | x |  |
| 3.3.7 Able to capture, analyse and report on data and information accurately and clearly. | x |  |
| 3.3.8 Able to plan and manage work independently and well to deliver good-quality outputs to schedule. | x |  |
| 3.3.9 Able to problem-solve and approach challenges constructively and also know when to ask for support and guidance. | x |  |
| 3.3.10 Able to work well with internal and external colleagues | x |  |
| 3.3.11 Able to use ICT effectively, specifically Microsoft Office and online communication tools including MS Teams and social media channels to fulfil working responsibilities | x |  |

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