

**Community Response Co-ordinator**

**Job pack**

Thanks for your interest in working at Citizens Advice North Lincolnshire. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice North Lincolnshire.

In this pack you’ll find information about:

* Our values
* 3 things you should know about us
* The role profile and person specification
* Terms and conditions
* The recruitment process and how to apply

Want to chat about this role? If you want to chat about the role further, you can contact [debra.taylor@citizensadvicenlincs.org.uk](mailto:debra.taylor@citizensadvicenlincs.org.uk)

**Our values**

**We’re inventive.** We’re not afraid of trying new things and learning by getting things wrong. We question every idea to make it better and we change when things aren’t working.

**We’re generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We’re responsible.** We do what we say we’ll do and keep our promises. We remember that we work for a charity and use our resources effectively.

**3 things you should know about us**

**1. We’re local and we’re national.** We are part of the Citizens Advice network and offer direct support to people as one of the 290+ independent local Citizens Advice services across England and Wales.

**2. We’re here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society.

**3. We’re listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

**Role profile**

Working in partnership with North Lincolnshire Adult Services, the role of the Community Response Co-ordinator will focus on connecting people to a range of domestic and community activities across North Lincolnshire. The role of the Community Response Co-ordinator will increase capacity of the domiciliary care teams across North Lincolnshire whilst embedding the client into a system of community support and interventions, providing a holistic approach to the clients health and wellbeing.

You will also support existing services and interventions to be accessible and sustainable and help people to start new community initiatives by working collaboratively with all local partners. The role will be focused on building strong community support systems, meaning support may be organised through extended family members, friends, neighbours, religious organisations, community programmes, cultural and ethnic organisations, or other support groups throughout North Lincolnshire.

As this is a new role, the job description may be subject to revision as the project responds to the demand of the service. The Community Response Co-ordinator will be instrumental in supporting and facilitating any transformation of the service.

You will be part of a small, but committed Social Prescribing team with big ambitions that works cohesively and effectively together to get things done. The Community Response Co-ordinator is an important and valued member of the team and, with the support of Citizens Advice North Lincolnshire, will be responsible for ensuring targets are met in a pressurised environment.

**Duties and responsibilities**

Main responsibilities

* Follow up referrals within a timely manner
* Identify low level support needs to ensure maximum engagement in improving health and wellbeing.
* Establish and maintain effective liaison with stakeholders including health, community, voluntary, social, financial and educational resources.
* Contribute to ensuring information on local voluntary and community resource is always up to date to enable effective and accurate signposting and linking of individuals with services.
* Ensure that comprehensive data is captured and accurate information input to the relevant data collection system.
* Actively promote Social Prescribing services within your work using dedicated noticeboards, social media and relevant websites.
* With the support of your line manager, produce reports in relation to service delivery and progress that include qualitative feedback/case studies.

Knowledge , Skills and Experience

* An understanding of health, social care and voluntary sector service provision, the challenges currently faced and the issues affecting local communities.
* Knowledge of the wider determinants of health, including social, economic and environmental factors.
* Understanding of personalisation and the skills required to support self-care.
* An understanding of the role that communities can play in responding to low level and local health and social care needs
* Knowledge and understanding of quality assurance and skills and experience of monitoring and evaluation.
* Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
* Excellent verbal and written presentation and communication skills which are clear, easily understood and relevant to a range of audiences.
* Ability and confidence to hold difficult conversations, listen, empathise with people and provide person-centred support in a non-judgemental way.
* Ability to identify risk and assess/manage risk when working with individuals.
* Ability to develop and maintain partnerships with a range of professionals and stakeholders.
* Ability to reflect upon and evaluate ways of working and to identify how services could be developed and improved.
* Demonstrate personal accountability, emotional resilience and work well under pressure.
* Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.
* Ability to work independently and proactively and to work as a valued member of a team.
* Experience of supporting people, their families and carers in a related role (including unpaid work) in any of the following areas i.e. adult health care, social care, public health or voluntary and community context.
* Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity.
* Experience of adopting a person centred approach in order to meet the needs of service users and of empowering people to make informed choices bearing in mind the options available to them.

Contacts and relationships

* The post holder represents Citizens Advice at all times and as such should portray a positive and professional attitude.
* To be part of locality based partnership working, delivering holistic support with access to a range of options for individuals.
* Voluntary, Community and Social Enterprise (vcse) sector to create and embed exit pathways for clients – as and when required.
* Health and care professionals to promote social prescribing and collaboratively work to encourage referrals - daily.
* Clients for championing safeguarding and acting as a conduit for disclosures to then refer to appropriate service – as and when.
* Communities and neighbourhoods to stimulate, encourage and develop practical and social support for local people

Creativity and innovation

* With support, find creative and innovative methods of supporting people to access a range of other community services to promote enablement and independence and respect diversity.
* Monitor client feedback and share with the line manager on a regular basis.

Decision making

* Respond appropriately to an individual person / family / carer and attempt to communicate their needs.
* Contribute towards decision making within the team and/or with other professionals.
* Decide when to refer clients for more high level support from within Health and Social Care.
* In association with other services and the VCSE sector, make recommendations for client case studies.
* Ensures that the safeguarding of themselves and the individuals they are working with remains at the forefront of any decision making.

Other duties and responsibilities

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Abide by health and safety guidelines and share responsibility for your own safety and that of colleagues.
* Ensure that work undertaken reflects and supports the Citizens Advice service’s equality and diversity strategy.
* Effectively engage with individuals in their preferred communication style.
* Promote volunteering opportunities and work with the North Lincolnshire VCSE Alliance Volunteer Hub and community volunteers to support the North Lincolnshire Integrated Wellbeing Offer.

Research and campaigns

* Support research and campaigns work by providing information about clients' circumstances.

Professional development

* Keep up to date with legislation, case law, policies and procedures relating to social prescribing, health and wellbeing and undertake appropriate training.
* Read relevant publications.

**Person specification**

**Essential criteria**

1. Experience of supporting people, their families and carers in a related role (including unpaid work) in any of the following areas i.e. adult health care, social care, public health or voluntary and community context
2. Experience of adopting a person centred approach in order to meet the needs of service users and of empowering people to make informed choices bearing in mind the options available to them.
3. A high level of personal drive and commitment to excellent client care.
4. Knowledge of the wider determinants of health, including social, economic and environmental factors.
5. Ability and confidence to hold difficult conversations, listen, empathise with people and provide person-centred support in a non-judgemental way.
6. Experience of working within a safeguarding framework and with people with multiple complex needs.
7. Knowledge and understanding of quality assurance and skills and experience of monitoring and evaluation.
8. Taking account of point 7 above, the ability to navigate and research IT systems, databases and web browsers to find and relay local service information.
9. Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
10. Ordered approach to case recording and an ability and willingness to use IT and follow and develop agreed procedures.
11. Committed to achieving results and demonstrates personal accountability, able to prioritise competing demands in a busy environment and meet deadlines.
12. Ability to reflect upon and evaluate ways of working and to identify how services could be developed and improved.

**Desirable criteria**

1. Knowledge of Primary Care and/or Health and Social Care.
2. An understanding of health, social care and voluntary sector service provision, the challenges currently faced and the issues affecting local communities

**Terms and conditions**

**1. Proficient salary**

£21,500 per annum, pro rata.

**2. Annual leave**

Annual leave is 22 days from 1st January to 31st December, plus 8 bank holidays and 3 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

**3. Pension scheme**

Citizens Advice North Lincolnshire provides an employer pension scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

**4. Learning and development**

Citizens Advice North Lincolnshire has a coordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice North Lincolnshire will be provided and you will be encouraged to take an active role.

**5. Disclosure and Barring Service checks (DBS)**

The post is subject to disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974.

**6. Equality and diversity**

Citizens Advice North Lincolnshire recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. We are a Disability Confident employer. We’re committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations.

Citizens Advice North Lincolnshire will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

**7. Dignity at work**

Citizens Advice North Lincolnshire is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour.

Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated. Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles.

All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

**8. Probationary policy**

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice North Lincolnshire’s discretion, an extension of the probationary period by a further three months.

**9. Political Impartiality**

An important part of the principle of impartiality is that Citizens Advice North Lincolnshire staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for an interview.

**10. Location**

Home/Remote working.

**11. Flexibility**

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

**12. Hours of work**

This role is offered at 30 hours per week. However, as the role has been developed in response to the National Health and Social Care crisis there will be the opportunity to work full time hours in the first few months of the project.

**The recruitment process and how to apply**

You should submit:

1. A CV no longer than two pages
2. Covering letter **demonstrating how you meet each of the criteria set out in the person specification.**

Please return your application to [recruitment@citizensadvicenlincs.org.uk](mailto:recruitment@citizensadvicenlincs.org.uk)

Deadline for applications is 8th December 2021

Interviews will be held on 10th December 2021

If you have not heard from us by the interview date please assume you have been unsuccessful on this occasion.

**Important information about the covering letter**

The covering letter plays a key part in our recruitment and selection process. We use the information you provide about your skills and experience on your covering letter to decide whether or not to invite you for an interview. It is important that you give specific examples which demonstrate how you meet the points on the person specification.

No assumptions will be made about your abilities to meet the criteria in the person specification. You should choose examples of past experience that clearly demonstrate what we are looking for, and be precise about what you did, how you did it and the outcome or result of your actions. A useful guide might be S.T.A.R:

**Specific.** Give a specific example

**Task.** Briefly describe the task/objective/problem

**Action.** Tell us what you did

**Results.** Describe what results were achieved

Please provide recent work examples wherever possible. However, do remember that relevant examples from other aspects of your life, for example: voluntary or unpaid work, school or college work, family or home responsibilities, can also be given.

## **Disability**

Please let us know if you require any adjustments to be made to the application process or would like to provide any information you wish us to take into account when we are considering your application. If you are selected for interview, we will ask you to let us know if you have any access needs or may require reasonable adjustments to the interview or assessment (if applicable) at that stage. Please be assured that we will be supportive in discussing reasonable adjustments with you at any stage of the recruitment and selection process.

## **Entitlement to work in the UK**

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made.

Please note that Citizens Advice North Lincolnshire does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

**References**

All job offers are subject to the receipt of two satisfactory references: One should be from your current or most recent employer or line manager (if you are employed through an agency), or your course tutor if you have just left full time education. The other should be someone who knows you in a work related, voluntary or academic capacity. Both referees should be able to comment on your suitability for the role.References will only be taken up for successful candidates following interview.

**Criminal convictions**

Anyone who applies to work within Citizens Advice North Lincolnshire will be asked to disclose details of unspent convictions during the recruitment process.

Having a criminal record will not necessarily bar you from working for Citizens Advice North Lincolnshire – much will depend on the type of job you have applied for and the background and circumstances of your offence. However, we are not able to employ anyone with a conviction for a sexual offence against a child or vulnerable adult, regardless of when the offence took place. All other convictions will be considered on an individual basis.

Disclosure and Barring Service (DBS) disclosures are only requested where proportionate and relevant to the post concerned. If the post for which you are applying for requires a DBS disclosure, this will be noted in the application pack.