

# Job Description

## Job Title Community Agent

<b>Reporting To</b>	Community Agents, Service Coordinator	<b>Location</b>	Home based (Essex)
<b>Hours</b>	Average 15 – 20 hours per week, (Flexible)	<b>Rate</b>	Starting salary - £11.00ph

### SCOPE

Community Agents Essex is part of Essex Wellbeing Service (EWS) and delivered by Rural Community Council of Essex (RCCE). We provide a county-wide free to access home visiting service.

This is a community-based, community-led, early intervention programme particularly for vulnerable people, including 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 employ all Community Agents and the districts covered are **Basildon, Braintree, Castle Point, Chelmsford, Colchester, Epping Forest, Harlow, Maldon, Rochford, Tendring, Uttlesford.**

The role is home based, covering a local area but with occasional travel to the RCCE offices as appropriate. The post-holder will work between 15-20 hours per week, by agreement, but with a need to be flexible and available up to 20 hours when necessary.

The role will be line managed by a member of the RCCE Community Agents, management 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
8. Develop effective working relations with all partners (including within Essex Wellbeing Service – EWS), local organisations and stakeholders.
9. Undertake regular service-user visits to monitor progress.
10. Work flexibly with and provide support to the co-ordinators, acting as contingency during absences.
11. Undertake risk assessments when necessary on the service user, and environment. To alert the service co-ordinators of any concerns over referrals.
12. Keep appropriate electronic and paper records, complete reports as required and assist in the compilation of case studies.
13. Assist with the effective promotion of the Community Agents service.
14. Ensure Service User Engagement questionnaires are used and assist with monitoring the results.
15. Undertake training as required
16. Adhere to all relevant policies, including health and Safety, Lone Working and Data Protection policies.
17. Take part in team meetings.
18. 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</li> </ul>
<b>Experience</b>	<p>To include:</p> <ul style="list-style-type: none"> <li>&gt; Ideally participation in a multi-disciplinary team environment</li> <li>&gt; Knowledge of/or experience 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; Ideally a knowledge of services provided by the NHS and Social Care, or voluntary sector organisations.</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>