



Job Description

Job Title: CommunityLinks- Community Advisor

Employed By: Crossroads Together

Responsible To: Lead Carer Advisor

Responsible For: Volunteers

Location: Cheshire East

Job Purpose

The CommunityLinks Community Advisor will work in local communities promoting social inclusion and increasing the independence and self-esteem of people using our services post COVID 19. The Community Advisor will bridge the gap from home to accessing services, support, activities and groups in Cheshire East, working flexibly and responsibly providing support to adult carers and/or those living with disabilities /long-term conditions. You will have the responsibility to ensure that the service is delivered in an efficient and effective way and to use the resources available to the organisation and the budget.

An essential part of the role of a Community Advisor will be working in partnership with all relevant stakeholders, you will be required to attend meetings with local partners ensuring that the CommunityLinks service integrates into the Cheshire East community.

The Community Advisor will need to proactively support, provide information and advice to help clients reach their full potential by offering and facilitating 1-1 visits, activity support to reduce the impact of COVID 19 on loneliness, anxiety and to improve health and wellbeing and build resilience.

To establish and maintain robust communication networks with clients, professionals and numerous external agencies. To establish and maintain good working relationships with local community groups and the wider community.

Key Responsibilities

- Develop a comprehensive understanding of community assets within the Cheshire East area.
- Be a point of contact for the Cheshire East population and make contact within a timely manner to introduce them to the CommunityLinks Service

- Establish and maintain excellent working relationships with statutory, voluntary and community groups in order to promote existing support for clients and to build a library of support links for individuals that need to access the service
- Develop partnership work in the Cheshire East area to initiate new forms of support, ensure that the existing provision is accessible, and open to all.
- Provide support and information to clients and their families through local drop-ins, digital offer, peer support opportunities, telephone and home based contact, according to need.
- Improve outcomes and develop a comprehensive understanding for clients and their needs within a designated area (Cheshire East)
- Implement effective ways of engaging and supporting clients across the service.
- Provide information and support to clients post COVID and provide encouragement to bridge the gap between home and community. Provide links into health and social care services to reduce their worry
- Organise and run outreach surgeries, delivered in local hubs, via various different digital platforms and/or with other community partners to bring carers together for support, advice and information.
- Set up and support self-sustaining support groups and organise and/or link clients in to local activities in order to improve resilience and well-being.
- Build partnerships with Adult Social Care Team, GP Leads and other statutory, voluntary and community groups to develop new initiatives to improve support for the Cheshire East
- Use the “UCLA 3-item Loneliness Scale” to provide a personalised assessment of need and assistance in planning to achieve improved outcomes. Offer information regarding available services. Provide 1:1 support and advice through home visits, virtual support and telephone contact.
- To undertake any other duties that may be considered commensurate with the level of the post.

Volunteers

- Contribute to the delivery of the Community based services, providing line management and support to sessional staff and volunteers.
- Drive local recruitment of volunteers for the Community based services, this will include recruiting, inducting, leading on supervisions and supporting the local volunteers, with support from the central Volunteer Resources Advisor.
- To support volunteers and clients ensuring impact measurement is consistent and evaluation tools are being utilised.
- Support locally based volunteers, including current or former clients, to offer support, information and help to clients through befriending, at groups and through telephone or online contact

- Manage the co-ordination and logistics of personnel, including volunteers and resources in order that the aims and objectives of the service are implemented.
- To contribute and lead on effective team working including how the organisation values , nurtures and develops the work and skills that volunteers contribute that enhances the service offer

Monitoring

- Monitor, record and report on project engagement numbers
- Work with the CommunityLinks team to ensure monitoring returns are completed on time and that compliance, outcomes and budgets are met for service delivery within the requirements of the contracts
- Track and monitor how and where referrals are coming from
- To monitor and collate feedback from service evaluations
- Input information on to Upshot, our internal database, maintaining accurate information for monitoring purposes
- Project Delivery, to include assisting the Carer Services Managers in effective delivery of projects for Crossroads Together, provide monitoring information, reporting on status of KPI's etc.
- Monitor costs of session delivery and activities or trips
- Contribute, record, report and provide data and information on activities and outcomes to the Carer Services Managers for the purpose of monitoring reports to our funders and Local Authority's
- Collate feedback from clients and their families and consult with clients to improve and shape the service

General Responsibilities

- Work within the organisations Safeguarding Policies, this will include completing safeguarding training to ensure that you have a good understanding of safeguarding concerns, including potential abuse and neglect of children, young people and adults
- To be committed to safeguarding and promoting the welfare of vulnerable adults and children.
- Work within the organisations Quality and Information Governance Policy
- To attend team meetings, supervision and appraisal meetings with the relevant line manager.
- To ensure that delivery of the service is underpinned by a commitment to equality of opportunity and diversity.
- To work within and contribute to the local authority carers strategy
- To contribute to effective team working across the organisation including all trustees, staff and volunteers.

- At all times to act in accordance with Crossroads Together/Carers Trust Code of Conduct and Confidentiality Policy.
- To adopt and work within the values of Crossroads Together
- To attend study days/training courses for professional development and to meet the requirements of the organisation
- To comply with the Health & Safety at Work Act 1974 and with Crossroads Together/Carers Trust policy, paying particular attention to the reporting of dangerous situations.
- To have a commitment to developing quality by the implementation of Crossroads Together/Carers Trust quality evaluation tools along with any other standards set by Crossroads Together/Carers Trust
- To respect the personal choice and lifestyles of colleagues, carers, and people with care needs, ensuring that equal opportunity principles are applied at all times.
- Energy Efficiency - To actively promote and uphold efficiency in all areas and be aware of own environmental responsibility within the office, community, role and responsibility including reusing, recycling and reducing materials
- To undertake any other duties as determined by the Area Manager commensurate with the nature of the role

Your working hours are 22.5 weekly. There will be a need to be flexible, in order to meet the needs of the clients receiving support and may involve evening and weekend working.

Person Specification

Post of **CommunityLinks – Community Advisor Cheshire East**



Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Collaborative and partnership working with other agencies and groups • Running events / groups including facilitating meetings 	
<p>Skills & Abilities</p> <ul style="list-style-type: none"> • Excellent communication skills both written and oral • Ability to build effective relationships at all levels • Ability to present information clearly and concisely to a wide audience • Competent in the use of IT tools including Word, Excel, Databases and Social Media • Ability to work on own initiative and develop projects • Ability to work collaboratively and as part of a team • Excellent organisations skills 	<ul style="list-style-type: none"> • An understanding of how public sector bodies work • Ability to deliver presentations • Understanding the need for Internal Audits to ensure the organisation is meeting its own quality standards or contractually required standards.
<p>Values</p> <ul style="list-style-type: none"> • Personal and professional integrity and accountability • Commitment to equality and diversity • Caring and compassionate 	
<p>Knowledge</p> <ul style="list-style-type: none"> • Understanding of adult safeguarding and Child protection practice and procedures • Local Knowledge 	<ul style="list-style-type: none"> • Basic knowledge of asset based community development approaches • Knowledge of issues affecting the population Post COVID 19
<p>Other</p> <ul style="list-style-type: none"> • access to a car / transport • able to work flexibly, including evenings and weekends, as required 	