

# Job Description and Person Specification

## Community Connector

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| <b>Reports to:</b>      | Community Outreach Manager<br>Community Outreach Assistant Manager |
| <b>Responsible for:</b> | N/A  |

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## JOB DESCRIPTION

### Job overview

Discovery works across Somerset supporting people with learning disabilities and/or autism and their families. We are a social enterprise, established in April 2017 commissioned by Somerset County Council to provide a range of care, support and accommodation, supporting people to be part of their communities and to have choice and control over their lives. We put people at the centre of everything we do and value everyone's unique contribution – those we support, their families and our colleagues.

As a Community Connector, you will be working under the supervision of the Community Outreach Manager and Community Outreach Assistant Manager to help the people we support to live the individual life they want, ensuring they have choice and control over the planning and delivery of their support. Discovering people's dreams, skills and aspirations and working with individuals to help them to develop and work towards their goals. Connect people to and share information about services, activities, groups and assets in their local communities and across Somerset. Listening to and asking community what they can do for themselves.

*This job role will involve connecting at a local (street & neighbourhood) level in the community. A Community Connector is someone who is a member of a community who cares about the community and has strong connections with the community.*

The post holder will need to work confidently alone and in a variety of settings with the people we support, their circle of support, and with a variety of other stakeholders, being able to problem solve and communicate effectively are therefore vital and being I.T proficient is a must as all records are managed electronically, be able to travel and work flexibly to meet the needs of the people supported, and work remotely. You will be part of a team that meets regularly and have support from colleagues and managers

### Key tasks, responsibilities and outcomes

- Working in conjunction with the Community Outreach Manager and Community Outreach Assistant Manager and other stakeholders to support the development and implementation of the community outreach service, ensuring that developments happen in line with the overall strategy, vision, mission and values.

- You will be required to ensure the planning and provision of outcome-based support, promoting independence, choice, and control. Ensuring people are encouraged to access work, volunteering, and the full breadth of opportunities to gain citizenship skills and become involved in their communities independently.
- You will also be required to maintain and build relationships with parents/carers, employers, businesses, community groups and education providers and communities in general to ensure all people we support have their needs and wishes are met.

## Core Duties

- Support the identification of people's dreams and aspirations and then supporting people to identify the community assets that will help those dreams be realised. Working towards achieving people's outcomes in the key areas known to affect a person's quality of life.
- Develop effective community links and networks to support and encouraging people to access work, volunteering and a full breadth of opportunities to gain citizenship skills and become involved in their communities independently to meet their own identified ambitions
- Supporting people with their day-to-day travel arrangements.
- Identify local informal groups and associations and build relationships, encouraging collaboration between organisations.
- Discover 'Connectors' across the community, provide opportunities to come together to exchange learning and map community assets.
- Working in a supportive manner with colleagues, families and external parties, building trust by being open and honest.
- To understand each person's interests, preferences, abilities and support needs and to facilitate and co-ordinate the person-centred planning process.
- To work collaboratively with partner organisations promoting Discovery's values and objectives
- Support the people we support with their personal care and administration of medication when required
- You will have to keep records, using IT systems
- Complete timely reviews and respond quickly to requests of support from the people we support, employer or family / circle of support to ensure that the outcomes identified are achieved.
- To have an awareness of the key performance indicators and targets that the team are working towards.
- Be able and willing to wear all necessary PPE (personal protective equipment) such as surgical facemasks, gloves and aprons as required by Dimensions policies.

In addition to the above, a Community Connector is expected to:

- Be flexible, adaptable and a strong team player and a good active listener.
- Be prepared to work weekends, evenings and bank holidays when required. This will be discussed with you during the interview process and you will be matched to people we support.
- Co-produce and design support in partnership with the people we support, their families, and their support teams. This includes developing and delivering their community outreach plans and reviewing the support they receive against identified outcomes and Discovery's values.
- Adhere to our policies, procedures and standards as published. Keep information about the people we support, colleagues and the company confidential.
- We want you to develop professionally as a Community Connector, this means that you are expected to get involved and contribute in meetings, work towards gaining qualifications, attend training courses, undertake mandatory training and be willing to learn new things and ways of working.

Please note that this is a generic job description and person specification and should be read in conjunction with the personalised advert for this vacancy, which will outline other more specific duties of the role and requirements of the candidate.

This job description is not exhaustive and reflect the type and range of tasks, responsibilities and outcomes associated with the role of a Community Connector within Discovery.

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# PERSON SPECIFICATION

## Ambition

It's essential that:

- You're committed to putting the Discovery values into practice and the continuous improvement of services.
- You can develop, with our support, motivating and enabling skills – for example, to assist the people we support in making informed choices.
- You listen to the people we support and demonstrate an understanding of what they are communicating.
- You recognise development opportunities for yourself and others.

## Courage

It's essential that:

- You're a role model for others.
- You can work with people who require additional support – depending on where you are matched, this could include additional support because of behaviour that is challenging.
- You can identify problems and know when to ask for support or help.
- You present a positive image of people with learning disabilities

## Integrity

It's essential that:

- You can communicate clearly, both orally and in writing, adapting what you say and how you say it so that each person can understand you.
- You can record and present factual information systematically, accurately and honestly.
- You exercise confidentiality and best practice when dealing with vulnerable adults – for example, with financial and personal details

## Partnership

It's essential that:

- You understand the varying needs and requirements of people with disabilities, continually developing community outreach plans and support plans.
- You develop positive working relationships with all those involved in Discovery – including people we support, families, carers, internal colleagues and external agencies.
- You can work as part of a team.

## Respect

It's essential that:

- You understand and demonstrate the values and need to ensure people are treated fairly and with respect.
- You're able to work flexibly and to respond effectively to changes in workload and the needs of the people we support.
- You're able to demonstrate an understanding of our core values – including treating all people with dignity and respect.

## Other requirements

It's essential that:

- You have an appropriate level 2 qualification or diploma in Health & Social Care or a willing to complete this.
- You can show your knowledge – through qualifications or experience – of supporting people with a range of needs, such as complex histories, health needs or behaviour that challenges.
- You have basic literary and numeracy skills for completion of forms, financial administration, recording on medical charts, etc.
- You have basic computer skills for e-learning, word documents, and forms on the computer.
- You understand the physical, emotional, intellectual and leisure needs and rights of people with learning disabilities.
- You are able to travel and work flexibly to meet the needs of the people supported
- You are currently (or previously) up to date with essential training requirements.

It's desirable that:

- You hold a valid driving license.