

## JOB DESCRIPTION

<b>Job title:</b>	Community Connector
<b>Location:</b>	Ladywood Locality
<b>Hours:</b>	37 hours per week
<b>Grade:</b>	Grade 2 (upper) point 16-19: £23,766 - £26,177 per annum
<b>Service:</b>	Birmingham Early Help Programme
<b>Responsible to:</b>	Project Coordinator

### Summary of job:

Birmingham is a youthful diverse and creative city currently delivering a programme of early help support for the young people (0-25) and families across health, education, vocational training & social care. This new 'Early Help' programme is being established across the 10 localities, led in part by the voluntary sector – helping to create local networks of support for families where it can be most effective. We are currently seeking to employ a number of 'Community Connector' roles to map voluntary and community organisations in each locality, and to share this information across all services.

Our vision is one where families, whether they are asking for early help support or are in specialist services, can get support or help in their neighbourhood, and where they can be connected to all the wider opportunities that are available in the city, arts, leisure, sport, recreation.

The post holder will play an exciting role in helping to re-engineer a step-change in community and family-focused support for children and families and the post holder will need to demonstrate a wide understanding of the diversity of the city and an ability to work with all communities.

We are looking for dynamic and energetic communicators, capable of engaging with key stakeholder organisations, as well as vulnerable individuals across defined locality regions. You will need to be digitally literate; with a deep understanding of the importance of inclusivity, equalities and diversity, able to clearly articulate the delivery of network training to a wide range of stakeholder organisations and positive about change.

Community Connectors are responsible for building Early Help (0-25 years) capacity, connections, community agency and resilience within the 10 designated Localities in Birmingham. The role involves building working relationships for Children, Young people and Families across Community, Voluntary and Statutory Organisation (including schools and training providers, Health Providers, Business and community stakeholders within the Locality Partnership).

What we have learnt in the work so far in the city is that many staff working across the public sector and voluntary sector don't know what support, or organisations are available in a neighbourhood.

The Community Connectors role is to change this situation, and make sure all families can connect to support, help, activities, interests as part of a range of early help support. This is a key element of our Early Help Programme for Birmingham. Our intention is to enable communities to work collaboratively and seamlessly with all the relevant statutory agencies and third sector organisations to identify early those most in need of support and enabling the most appropriate health, education, vocational and social support & interventions within a localised community setting. This forms part of our vision to apply a family centred and preventative focus in tackling need and inequalities through partnership working.

### **Key tasks**

- The post holder will engage with all the many and various community and voluntary organisations in a locality
- The post holder will work with all communities in the city, particularly ensuring that the diversity of the city is reflected in the mapping of assets and support.
- The post holder will engage and interact with a broad range of health, education vocational and social care organisations and networks that make up the Early Help Network in their Locality.
- The post holder will liaise closely with the Early Help Lead Community Coordinator & relevant Public Sector services
- The post holder will engage and interact with Youth and Family forums in the locality to help establish community priorities and need
- The post holder will interface with digital self-help and social prescribing resource leads and local stakeholder organisations and individuals
- The post holder will Work closely with the Locality and cross-sector organisations staff teams; and develop mechanisms for cross-connections working
- Supervision and line management will be through the employing locality VCS partners and responsibilities:
- To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach

- c) Striving for excellence in everything we do
- d) Having mutual respect for everyone we work with, work for and support through our services.

- To ensure you have an understanding of, and comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
- To ensure the implementation of Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
- To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare
- To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.

<p><b>Community Mapping &amp; Engagement</b></p>	<ul style="list-style-type: none"> <li>• To map local community assets of all relevant organisations and service providers in the locality</li> <li>• To translate mapped community assets into a responsive digital network resource, and share widely across the locality</li> <li>• To enable a fluid and responsive 'community prescribing' resource for locality schools and community stakeholders that is easily shared and accessible</li> <li>• To work with community providers to enable a 'live' understanding of community needs and resource capacity as part of a 'gaps analysis' of the Early help offer across the locality</li> <li>• To assist individuals and families/carers to engage with and utilise personal and local community networks to develop solutions to meet their personal aspirations and needs</li> <li>• Develop an informed understanding of the key issues within the local area for Children Young People and Families</li> <li>• Consider the impact of safeguarding whilst planning activities for Children young people and Families</li> <li>• Work with the Early Help teams and networks to develop appropriate volunteer opportunities which help to deliver outcomes of the Locality Partnerships</li> <li>• To support professionals and staff across the locality to find solutions and support for families, but it is not the role of community connectors to carry a case load or work with individual families.</li> </ul>
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<p><b>Training &amp; Education</b></p>	<ul style="list-style-type: none"> <li>• To build links and relationship with all services in a locality so that children, young people families can be connected to support, activities, interests in their immediate locality.</li> <li>• Build close links with and offer training/support to schools, early years providers and education stakeholder groups to ensure that all providers are informed of key community assets and developments</li> <li>• To work with colleagues to ensure SEND, Social care, Health plans have complementary resources (a community offer) which will build on the child's needs, harnessing appropriate support from the local community</li> <li>• To help to identify organisations which need capacity building, funding and or governance support to help them deliver the outcomes of the Early Help Offer through accessing appropriate funding sources</li> <li>• Develop a regular Locality Partnership bulletin, online, and through all sorts of channels and publicity</li> <li>• To work with Community Connectors across the city to staff a 'request for information' email and phone number – to respond to professionals asking for connections, (help) for families</li> <li>• Support the Locality Early Help Leads in developing a community family forum</li> <li>• Organise community events with Stakeholders which promote the work of the Early Help partnership and share good practice</li> <li>• Plan and deliver creative and engaging consultation events and activities, to understand and gather information from a diverse range of people on local needs and issues.</li> <li>•</li> </ul>
<p><b>Social Prescribing and Digital Networking</b></p>	<ul style="list-style-type: none"> <li>• Enable Families and individuals to access, navigate and engage collaboratively with the support and resources they need including through the use of social prescribing.</li> <li>• To support the development of an accessible digital programme for social prescribing for children, young people and families with links to existing social prescribing resources</li> <li>• To work with existing social prescribing activity and frameworks in the city within Primary Care Networks and Older people's services and help to adapt this for children and families.</li> <li>• To support the identification of community stakeholders who may be disadvantaged in relation to digital / online access to information and support, and work with the Early Help teams to enable locality solutions</li> <li>• To support the linking of digital and social prescribing networks to enable awareness of local service provision in health, education and leisure activities for external staff and stakeholders</li> </ul>
<p><b>Administration &amp; General</b></p>	<ul style="list-style-type: none"> <li>• Represent the Early Help offer at meetings across Birmingham Children's Partnership organisations</li> <li>• Liaise closely with Early Help locality leads to identify priorities funding applications</li> <li>• Provide short monthly summary reports of key activities in the locality identifying barriers and successes</li> <li>• Produce promotional and publicity materials as required</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that equality of opportunity is reflected in all work programmes</li> <li>• To undertake necessary training and refresher training to maintain and update knowledge required for the role.</li> <li>• Support the evaluation strategy and identification of case studies which contribute to the monitoring of the Early Help Offer</li> </ul>
<p>The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager.</p>	

**(GENERIC INFORMATION)**

**HEALTH AND SAFETY**

You have a legal responsibility not to endanger yourself, your fellow employees and others by your individual acts or omissions. The post holder is required to comply with the requirements of any policy or procedure issued in respect of minimising the risk of injury or disease.

**CONFIDENTIALITY**

Attention is drawn to the status of any confidential information collected within this role. The unauthorized use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information, could result in prosecution or action for civic damage under the Data Protection Act 2018

It is a condition of your employment that, should you come into possession of information relating to personal details of individuals within this role, you should regard this information as confidential and not divulge it to anyone who does not have the right to such information.

**MAJOR INCIDENTS**

In the event of a Major Incident or Pandemic you may be asked to carry out other duties within your scope of competence, to enable this role to continue to be effective

**RISK MANAGEMENT**

The post-holder should have an awareness of the risk management processes and an understanding of risk management as part of the Governance agenda. This includes assessing, monitoring and managing all aspects of risk, including the planning and undertaking of any remedial action.

**EQUALITY AND DIGNITY**

The post holder will be expected to adhere strictly to principles of fairness and equality in carrying out the role. At all times the post holder will be required to show respect for and maintain the dignity of community stakeholders, the public and work colleagues. In addition you will be expected to:

Contribute to developing and maintaining equality of opportunity in working practices by complying with legislation and organisational policies. Advise colleagues about equality, diversity and human rights policies and procedures and ensure they are followed.

Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge the discriminatory behaviour of others. Be supportive of colleagues or service users who wish to raise issues about discriminatory practice or experience.

#### **SAFEGUARDING**

As an employee you are required to comply with all legislation and guidance relating to safeguarding children and young people and promoting their health and welfare. If you are being investigated regarding child protection concerns, or become subject to such investigations, appropriate steps may have to be taken such as redeployment, increased supervision etc. and, depending on the outcome of the investigation, there may be implications for your continued employment.

#### **INDUCTION**

It is the responsibility of every employee to participate fully in induction in agreement with your manager / supervisor

#### **APPRAISAL AND PERFORMANCE MANAGEMENT**

All staff will be expected to fully participate in the Appraisal/ Performance Management process. This obligation will include the preparation for and attendance at appraisal/performance management interviews and completion of the associated documentation.

### Person Specification

Role Requirements	Essential	Desirable	Evidenced by
<b>A – Qualifications</b>			
Good honours degree in a relevant discipline such as youth or community work; social care; psychology or teaching		D	A / C
Evidence of continuous personal development	E		
<b>B – Knowledge/Experience</b>			
Have experience of working in an engagement role with diverse community settings with statutory and third sector organisations	E		A / I
Recent experience of working with organisations that support vulnerable children, young people, families or groups	E		A / I
Understand information sharing, consent and confidentiality issues and risks	E		A/I
Have experience of engaging with young people, families and organisation professionals through online communications and social media		D	A / I
Have experience and understanding of the importance of equalities, diversity and inclusion	E		A / I
Have understanding of the lived experience of individuals from Black, Asian and Minority Ethnic backgrounds	E		A / I
Experience of responding effectively to safeguarding issues and concerns		D	A / C / I
A good understanding of statutory and voluntary provision for children and families at a locality level		D	A/I
Ability to demonstrate knowledge and understanding of key policies affecting families and children		D	A/I
<b>C - Skills</b>			
Excellent engagement and Interpersonal Skills	E		A / I
Able to communicate effectively with young people, parents and carers who are experiencing health, wellbeing or social care difficulties	E		A / I
Able to communicate effectively with relatives, carers and a range of other professionals (education, social care, health) verbally, and in writing and through online/social media	E		A / I
Skills in using, analyzing and communicating through spreadsheets, databases, word-processing, e-mail, and internet software.	E		A / C / I

Excellent presentation skills in both formal and informal settings.	E		A / C / I
Effective interpersonal skills including ability to work effectively as part of a team and in partnership with a range of external agencies	E		A/C/I
Problem solving skills – ability to be innovative and find creative solutions to implement change	E		A/C/I
Ability to speak other languages in addition to English		D	A/C/I
Full UK Driving License and access to a vehicle		D	A / C / I
<b>D – Approach/Values</b>			
Demonstrate alignment with the values and beliefs of the Birmingham Children’s Partnership / Early Help Programme and Family Action’s values at all times, which underpin Family Action’s mission of ‘building stronger families’ by: a) Being people focused b) Reflecting a ‘can do’ approach c) Striving for excellence in everything we do d) Having mutual respect for everyone we work with, work for and support through our services	E		I
Demonstrate an understanding of the practices of equality and inclusion in the delivery of this role	E		I
Good Team working and able to work collaboratively across a diverse range of settings and people	E		A / I
Punctual and flexible across hours of work when required	E		A / I
Ability to work independently on a day to day basis and use own initiative	E		A / I

*To be evidenced by key:*

*A – Application    C - Certificate    I – Interview    T - Test*