



Community Connector South Tyneside – Position Description

Title:	Community Connector
Salary:	£20,500 (FTE per annum)
Hours:	Full time 37.5
Contract type:	Fixed Term until March 2022
Reporting to:	Communities Coordinator
Direct reports:	None
Role purpose:	As a Community Connector, you will work closely with people with learning disabilities and the Health and Social Care teams to bring about health and social change and improve the quality of life for individuals in their local area.

Our Organisation

At Your Voice Counts, we help vulnerable people find a voice and gain control over their lives. We help our clients to become better connected to their local communities and raise awareness of the issues they are facing.

Our values are at the heart of everything we do:

- We are **person-centred**, so we listen to what our clients want, help them to speak up, and we are committed to enabling them to have a voice in guiding our work and our future direction.
- We are **positive**, so we focus on the best possible outcomes, promote the value and abilities of the people we work with, and refuse to allow assumptions to limit the potential of our clients.
- We are **professional**, so we act in a transparent and non-judgemental manner, we always do what we say we are going to do, and we work collaboratively with other organisations, while not being afraid to challenge appropriately.

Our programmes

We structure our programmes around our five strategic phases:

- Engage** We reach people where they are and help them to get their needs met through statutory and case advocacy services and our crisis prevention work.
- Understand** We commit to building deeper relationships with our clients and working with them for the longer-term and helping them to consider what they want and need.
- Build** We help people to build resilience by developing their confidence, skills and connections.

Empower We help our clients find a platform to speak from and opportunities to take on leadership roles.

Change We help our clients reshape the system around their needs and to effect change that has the potential to benefit others in similar circumstances.

This role

This role will be to support people with learning disabilities to understand and address the issues affecting their day to day life, and to identify and work towards outcomes that they want to achieve. You will work with individuals and groups, and will support people to be better connected, more active and to participate more in their local communities. You will support people to build resilience by developing skills and networks of support. The ideal candidate will have an interest in working with people with complex social and health needs and will be committed to supporting individual decision making and a person-centred approach.

Responsibilities

- Work to improve outcomes for people with learning disabilities in South Tyneside
- Provide early support/intervention to prevent escalation of our client needs and subsequent referral into specialist service
- Develop an excellent understanding of assets, opportunities and activities in the local communities in which we work and develop links with these assets
- Support clients to access local services, activities and opportunities in local communities.
- Work with the wider learning disability team, building strong and professional relationships (including volunteers, staff and learning disability champions) to help clients access opportunities and support in their local community
- Act as a connector - primarily, but not exclusively, between clients and health and social care teams
- Maintain an active caseload of clients, keep accurate records and ensure the confidentiality of client's records.
- Assist in the monitoring and evaluation of the service, including the collection of monitoring information.
- Assist in the promotion of the service.
- When necessary to work outside normal office hours and to travel within Tyne & Wear.
- Other duties and shared tasks as and when required.

Your tasks may include:

- Supporting clients to attend appointments
- Liaising with interested groups and individuals to find more effective ways of working
- Mediating in matters of conflict
- Attending joint visits with health and/or social care team
- Planning, attending and coordinating meetings and events
- Facilitating and encouraging participation in activities
- General administrative duties
- Data recording and record keeping

Person Specification

The person we're looking for will:

- Be comfortable working with our diverse client groups
- Communicate effectively with a wide range of stakeholders, including those with a learning disability
- Have a high level of emotional intelligence, the ability to empathise, and a genuine desire to help others
- Be able to solve problems and take people with you in solutions
- Have experience of working with health and social care professionals
- Have knowledge of the health and social care sector
- Have the ability to network and advocate for others effectively
- Have knowledge of the areas and communities within our services are delivered
- Have an understanding of the issues affecting disabled, vulnerable and socially isolated people – particularly those with learning disabilities
- Have an ability to work alone using their own initiative, as well as working as part of a team
- Be IT literate and confident using Microsoft Office

If this sounds like you, we'd love to hear from you.

Please send a CV and covering letter to jobs@yvc.org.uk by **5pm on 30th November 2020**.

For more information about this role, please call Danielle Falcus on 0191 478 6472.

We are committed to equal opportunities for all and would especially welcome applications from people with BAME backgrounds.