



COMMUNITY RESPONDER

Job Description:

- Reports to:** Operations Manager - UCAN
- Salary:** Up to £25,000 per annum or Pro Rata if P/T dependent upon experience
- Hours of work:** 22.5 Hours per week (P/T) or 37.5 Hours per week (F/T)
- Place of work:** Project covering Uttlesford (Base Dunmow)
- Contract:** 6 months Fixed term (Extendable dependant on Refunding)

Background

Covid-19 has affected all aspects of our society along with the current cost of living crisis. There has been profound disruption to people's lives and livelihoods and a significant impact on people's physical, and mental health as well as their wellbeing.

Uttlesford Community Response Hub has been established in response to these needs and we are therefore looking for a highly motivated, practical individual to provide support, signposting, and engage with residents and communities in specific tasks whilst connecting them with health, the voluntary sector and other social services or support such as volunteers to ensure that all Uttlesford residents in need get the support they require. As well as carryout a degree of simple handy person activities.

The successful candidate will be working alongside our other Community Responder. We are looking for someone who has good practical and people skills. This role would suit someone with a hands-on approach and will involve driving to different locations across West Essex, so access to own vehicle is essential. Training will be given to those unfamiliar with the health, social care and voluntary sectors.

The purpose of this post is to:

- To manage, respond to and signpost referrals made to the Community Response Hub, in partnership with other statutory services and voluntary sector organisations.
- To engage and support the Uttlesford Communities in its emergence from and impact of Covid 19 and the current cost of living crisis or other social needs by providing an accessible and visual point of contact and other information via the Community Response Hub.
- To directly respond and support residents in time of crisis or need via the referrals received into the Hub, especially those residents living in Uttlesford and referred through the Ticket Home Hospital Discharge initiative living across West Essex.
- To work with people who have long term conditions or needs that are driven by loneliness and Isolation, or other social issues, including discharge from hospital.
- Develop relationships with a range of health professionals and partner organisations especially Social Prescribers, Social Care, Housing staff and other Voluntary Sector partners.
- Refer individuals into a range of support, interventions and activities provided through volunteers, and private or statutory providers.
- Support the voluntary sector and other partners in understanding what the Community Response Hub is and how they can use it.
- Support the deployment and management of our Community Mobile Hub.
- To work with the local community in the form of volunteers.
- Capture/collect/record project referrals, activities/tasks undertaken, and outcomes in order to comply with the projects KPI's and produce basic reports as required.

Specific duties and responsibilities:**Liaison with:**

Members of the Uttlesford Community impacted by and emerging from Covid 19, including those with health issues and the affects of the cost of living crisis, and other social issues by responding to referrals made to the Community Response Hub. These will be generally being made directly or by Social Prescribers & other Primary Care Network staff, GP's, Mental Health Practitioners, Care Navigators, Community Matrons, Community Leaders, Key partners & Stakeholders, Clients, UCAN Staff, WECAN staff, Other VCS or Social Enterprises, Volunteers, UDC Officers, Parish or District Councillors, and PAH Hospital Discharge Teams etc.

Resulting in:

- Supporting residents with physical and mental health needs, by providing general support needs, advice and addressing other needs as they arise
- Delivering food and pharmacy request
- Carryout small practical tasks such as installing key safes, Grab rails, installing draft excluders, furniture movements, and smoke detectors or smart bells etc.
- Signposting to financial support and advice
- Implement an Asset Based Community Development (ABCD) approach to building communities and to the empowerment of local people to do whatever they can to make life better for themselves and for others - taking extra care to strengthen the involvement of vulnerable and older people, by focusing upon the impacts of those living with health and social inequalities.
- To develop strong partnership links and relationships with the voluntary sector, community, interested individuals and key stakeholders including Local Authorities, Essex County Fire & Rescue Service, Police, Health, Social Care and Education etc.
- Establish and offer support to a network of groups and community engagers.
- To support the development of alternative volunteering and social action activities e.g. Social action groups/networks, hyper local groups and micro volunteering.
- To work with individuals to raise their awareness of what self-care, community assets and other social networks are and enable them to make use of them i.e. Active Essex initiatives, Essex Welfare Services and the new PCN offer through Social Prescribers etc.
- Provide communication and support to provider organisations delivering social prescribing activities.
- Be friendly and approachable working alongside clients to understand their needs and support them in following up with suitable activities and assist with behavioural change and motivational encouragement for client.
- Co-ordinate with and work alongside GPs, Community Pharmacists, Health Coaches, MH Coaches and other VCS referral partners i.e. Mind in West Essex, CAB, Support 4 Sight, Touch Point, Foodbank.
- Promote an environment that treats people with respect and enables them to develop and realise their potential, modelling the CVSU values and work in accordance with our health and safety, safeguarding, equal opportunities and environmental policies
- Undertake any other duties and responsibilities appropriate and relevant to this post or as directed.

Please call 01371 878400 for an informal conversation about the role. No CV's will be accepted, please email jacqui.davies@ucan.org.uk request an application form.

Please return your completed application form to the above email by 17:00hrs on the 21st of December 2022. Interviews will commence the week beginning 9th of January 2023.

Please be aware that this role will require an Enhanced DBS check and two satisfactory References are to be provided and the completion of a 2-month Probationary period. This role will also require the ability to drive and have access to a vehicle for use at work (Mileage will be paid).