

Reach and Connect Community Connector (Brief Intervention) Application Pack



Job Title:	Reach and Connect - Community Connector (Brief Intervention)
Salary:	£30,500 per annum (+3% pension contribution)
Working hours:	37.5 hours per week
Contract length:	Fixed Term until 31 March 2026
Reports to:	Programme Manager
Based:	London Borough of Haringey
Contracted to Partner:	Vibrance

About Reach and Connect

Reach and Connect is a service commissioned by the London Borough of Haringey.

Public Voice is the lead partner for the Reach and Connect programme and has joint responsibility with partners Mind in Haringey and Vibrance to recruit and supervise the team of six Community Connectors.

The Connectors are employed by one of the three consortium partners – Public Voice, MIND, and Vibrance: with day-to-day management by the Programme Manager.

For this role you will be employed by: **Vibrance**.

Reach and Connect is an innovative multi-agency programme supporting Haringey residents who are 50+, at risk of social isolation or who have suffered a recent life event that effects their wellbeing.

The role

As a Community Connector focussed on brief intervention support you will play a key role in delivering the outcomes of the Reach and Connect service for older people in Haringey, providing 1to1 support be it in person, at drop ins, in a resident's home or remotely by:

- listening to individual priorities and aspirations
- helping them to access a range of information
- connecting them to the right help from available services
- supporting them to develop relationships and community networks
- getting individual's voice heard about things that matter to them
- helping to access volunteering opportunities/ which may improve employability and/or community engagement.

You will therefore be responsible for offering generic and specialist information, signposting, guidance and short-term support to older people living in Haringey to maintain their independence, remain in their own home and live well for longer.

About You

We are looking for individuals who are passionate about improving the lives of older people, and the who have well developed interpersonal skills.

Display warmth and understanding, understand the importance of being a good team player and enjoy being a creative problem solver.

Job Summary

- To have main responsibility towards delivery of brief intervention service, to ensure that those who need a short-term intensive intervention receive one to one support and advocacy when appropriate.
- To support Community Connectors in their delivery of outreach activities.
- To signpost older people to appropriate services, including those in the community and voluntary sector which may be able to meet their current and future needs.
- To make sources of information about services available to individuals so that they are able to help themselves.

- To connect people with the wide range of community activities available in Haringey and elsewhere to provide opportunities for new friendships and reduce social isolation.
- Where appropriate to connect people to each other through shared common interests and the need for mutual support.
- To work in partnership with existing “community navigators”, VCS organisations and Statutory Services.
- To ensure that all contacts, referrals and related activities are recorded on the CRM in a timely manner and before each quarterly reporting deadline.
- To provide performance information, data analysis and written reports as required.
- To contribute to achieving the targets and milestones necessary to meet the Contract specification and outcomes.

How to apply

For more information please download the application pack. To apply, please email a copy of your CV and a personal statement of no more than two sides of A4 detailing your suitability for the role to info@publicvoice.london

Deadline for applications is **Friday 22nd November 2024 by 12pm midday**. Shortlisted candidates will be invited for interview which will be held on Friday 29th November 2024.

If you require the application pack in an alternative format or for any other enquiries, please call the office on 020 3196 1900.

Equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating

people’s differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

Person specification		
Qualifications	Essential	Desirable
Relevant degree or equivalent experience	•	
Experience		
Following processes and systems when accepting referrals, assessing people, developing action plans and following up	•	
Working in a multi-cultural, diverse urban environment	•	
Working with older people in a community setting		•
Project management in a community setting		•
Working with legal framework relating to Adult Safeguarding and Mental Capacity		•
Knowledge		
Knowledge of the challenges facing many older people in living a fulfilling and satisfying life	•	
Understands the meaning and components of “wellbeing” in relation to older people	•	
Understand the how the governance and delivery of the health and social care system and other statutory services work in a London borough	•	
Understanding that there are cultural issues in relation to older people and the implications for delivering the service	•	
Data Protection legislation and confidentiality	•	
Knowledge of the community and voluntary sector organisations in Haringey		•
Knowledge of the information sources which can be used to signpost older people to local and national services		•
Fluency in a relevant second language		•

Skills		
Well-developed interpersonal skills and the ability to empathise with older people including good listening skills	•	
Good verbal and written communication skills	•	
Good IT skills and the ability to work with a CRM system	•	
The ability to work with volunteers and other team members	•	
Good organisational and time management skills	•	
Ability to work with a range of key partners and stakeholders	•	
Other		
Able to work flexible hours or hybrid – this will be arranged and agreed in advance with the Programme Manager		•
Undertaking/attending training as required for the role		•
Regularly attending and contributing to team meetings		•

About Public Voice

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.