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CCS - Community Council for Somerset

Home First Community Agent

Job Description & Person Specification



Home First Community Agent

Salary	£24,939 per annum full-time
Hours	35 hours per week. Some evening and weekend work may be required
Location	Home-based with a requirement to attend daily discharge meetings at Musgrove Park Hospital. Occasional attendance at meetings across the county.
Contract Length	Initial 1 year contract. Possible extension subject to funding
Holiday	25 days per year plus bank holidays
Reports to	Hospital Liaison Team Manager

Job Role

To provide help and support to individuals leaving hospital, and remove obstacles to discharge through the Home First pathway using community solutions.

Key Tasks

- To engage with, and take referrals from teams in Musgrove Park and Bridgwater District Hospitals.
- To attend daily Discharge Summary Meetings on site alongside senior hospital and Adult Social Care staff, clinicians, ward staff and members of the Rehabilitation Team.
- To contribute to Case discussions to identify potential candidates for referral and offer suggestions regarding community solutions which could remove any barriers preventing discharge.
- To liaise with hospital and social care staff on site to provide ad hoc advice or recommendations relating to community support following hospital discharge.
- To attend patient admission and family meetings when requested on an ad hoc basis.
- To update hospital ward staff with developments regarding referrals and any work relating to it.
- To work in a holistic way with clients to achieve clearly defined goals.
- To work within designated area in both a reactive and proactive way.

Key Tasks

- To respond appropriately to the issues and needs identified and provide accurate, high-quality information to clients, CCS, and relevant agencies and service providers.
- To research and apply to Grant funds for individuals to help meet a wide range of issues.
- To create referrals of appropriate urgency to relevant agencies and service providers.
- To offer free, confidential practical support to clients including signposting to relevant agencies and service providers.
- To engage with clients in a friendly, courteous, prompt, and appropriate manner, using excellent communication skills and ensuring delivery of high-quality customer service at all times.
- To be aware of the particular needs of the whole range of client groups including those unable to access services directly and to refer these clients on to other services effectively.
- To develop effective working relationships with all partners and stakeholders including relevant CCS colleagues.
- To work as part of a team, contributing to meetings, attending relevant training, cascading information, and providing ongoing support and information to managers, to enable the smooth running of the project.
- To effectively promote the CCS Agent services and become a trusted point of contact.
- To maintain a robust electronic database of clients, ensuring compliance with the General Data Protection Regulation and the Data Protection Act of 1998.
- To adhere to all health and safety requirements both in the home and in the communities, taking reasonable care not to do anything that may endanger yourself or others.

Key Targets

- To support people to find local community-based solutions to address their health and social care needs.
- To provide people will have information about, and the opportunity to, participate in activities local to them that promote independence and wellbeing.
- To ensure that Hospital and ASC staff feel confident referring people to community-based solutions.
- To encourage clients to be less dependent on traditional services with a higher proportion of eligible needs being met by local community-based solutions

Additional Targets

- To engage with local stakeholders, e.g. community groups, transport schemes etc to develop quality referral routes for clients.
- To take responsibility for your own time management and administration.
- To report regularly to the Hospital Liaison Team Manager.
- To attend relevant Agent progress meetings and training.
- To make necessary links to local services and stakeholders.
- To take part in training that is relevant and appropriate to the post as approved by your line manager.
- To complete weekly timesheets.
- To undergo an annual appraisal and regular supervisory sessions.
- To maintain client database and reporting mechanisms.
- To follow all organisational instructions, rules, policies, and procedures.

Personal Skills

	Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none">• 5 GCSE's or equivalent, to include English and Maths (A*-C grade)	<ul style="list-style-type: none">• NVQ Level 3 (Health and Social Care)• Registration with a relevant health and social care professional body
Knowledge, experience and skills	<ul style="list-style-type: none">• Experience of working in or with the voluntary sector• Experience of working with vulnerable people.• Experience of providing information to members of the public and professionals using telephone and active listening techniques.• Experience in working effectively with people who may be confused, distressed, angry etc.• Excellent community awareness.• Excellent knowledge of Community Connect model of service delivery• Good level of IT skills• Knowledge of working with clients to create person-centered plans.	<ul style="list-style-type: none">• Knowledge of adult safeguarding, legislation and policy relating to Adult Social Care.• Knowledge of hospital discharge processes• Knowledge of hospital staff hierarchy

Personal Skills

Essential

Personal Qualities

- Excellent communication skills by telephone and face-to-face with patience and understanding.
- Confident engaging with Health & Social care professionals in multi-disciplinary setting to give credible feedback about the project.
- Ability to deal with challenging behaviour.
- Use of initiative/self-motivated.
- Non-judgmental.
- Lateral thinker, who can provide creative solutions.
- Thorough and attentive to detail.
- Positive outlook.
- Problem solver, pragmatic and resilient.
- Flexible and adaptable.
- Able to maintain confidentiality.
- Willingness to participate in training and acquire new skills.
- Ability to work in a team and network with partners.
- Ability to work confidently alone.
- Ability to work flexible hours as the role may require some tasks to be carried out during the evening or at weekends.
- Ability to effectively manage your own workload and identify priorities.
- The initiative to develop the role.

Other

- Have a phone line and reliable broadband connection.
- Full current driving license.
- Have access to a reliable car
- Be willing to travel across Somerset as dictated by the referral and the home address of the client.
- Good written, verbal and administration skills.
- Effective record keeping of visits and budget.
- Enhanced DBS check will be conducted/required.

For further information:

Email:

recruitment@somersetccc.org.uk

Call us

On 01823 331 222

Visit our websites

For information about our projects:

Community Council for Somerset

www.ccslovesomerset.org

Somerset Carers - a resource for Unpaid Carers

www.somersetcarers.org

Village & Community Agent dedicated website

www.somersetagents.org



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