



# CCS

people · place · enterprise

CCS - Community Council for Somerset

# Community Agent - Homeless Speciality

## Job Description & Person Specification



somerset **village** &  
**community agents**

part of CCS



# Community Agent - Homeless Speciality

## Location: South Somerset

<b>Salary</b>	£23,347 per annum full-time
<b>Hours</b>	35 hours per week. Some evening and weekend work may be required
<b>Location</b>	Home-based and working within South Somerset Occasional attendance at meetings across the county.
<b>Contract Length</b>	Initial 1 year contract. Possible extension subject to funding
<b>Holiday</b>	25 days per year plus bank holidays
<b>Reports to</b>	South Somerset Locality Manager

## Job Role

To work as a Community Agent helping with people who are homeless or at risk of becoming homeless, especially those that have been on a pathway or in care.

## Key Tasks

- Work in a holistic way with clients to achieve clearly defined goals within the designated area in both a reactive and proactive way.
- Respond appropriately to the issues and needs identified and provide accurate, high-quality information to clients, CCS, and relevant agencies and service providers.
- Research and apply to grant funds for individuals to help meet a wide range of issues.
- Create referrals of appropriate urgency to relevant agencies and service providers.
- Offer free, confidential practical support.
- Signpost to relevant agencies and service providers.
- 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.
- 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.

## Key Tasks Continued..

- Foster relationships with the client in the community they live in. Promote the individual's resilience by providing links to the community resources as desired.
- Assist with Homefinder applications and making sure the client is ready to manage their own home and budgets and maintain their tenancy.
- Assist clients to find the things they need to set up their homes.
- Develop effective working relationships with all partners and stakeholders including relevant CCS staff, Operations Manager, Locality Managers and other Village and Community Agents.
- 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.
- Effectively promote the CCS Agent services and become a trusted point of contact.
- Maintain a robust electronic database of clients, ensuring compliance with the Data Protection Act.
- Identify the network of potential support around an individual.
- 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

- Help people to achieve financial independence, including support with welfare, rent payments and rent arrears plans, and setting up utility payments
- Support people to learn crucial living skills such as budgeting and cooking
- Assist in accessing training or employment opportunities
- Work towards digital inclusion
- Help people to seek appropriate support or treatment for substance use or mental health problems
- Help prevent tenancy breakdowns, responding effectively to crises for those who are not coping in their accommodation
- Engage with community groups and individuals to reduce the social and economic exclusion of former rough sleepers
- 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

- Engage with local stakeholders, e.g. community groups, transport schemes etc to develop quality referral routes for clients.
- Take responsibility for your own time management and administration.
- Report regularly to the Locality Manager.
- Make necessary links to local services and stakeholders.
- Take part in training that is relevant and appropriate to the post as approved by your line manager.
- Undergo an annual appraisal and regular supervisory sessions.
- Maintain client database and reporting mechanisms.
- Complete weekly timesheets.

# Personal Skills

	Essential	Desirable
Education, Qualifications & Training	<ul style="list-style-type: none"><li>• 5 GCSE's or equivalent, to include English and Maths (A* - C grade)</li></ul>	<ul style="list-style-type: none"><li>• NVQ Level 3 (Health and Social Care) or equivalent</li><li>• Registration with a relevant health and social care professional body</li></ul>
Knowledge, Experience and Skills	<ul style="list-style-type: none"><li>• Good level of IT skills with experience of databases.</li><li>• Knowledge of working with clients to find person-centred solutions.</li><li>• Working in or with the voluntary sector with vulnerable people.</li><li>• Experience of providing information to members of the public and professionals using telephone and active listening techniques.</li><li>• Working effectively with vulnerable people.</li><li>• Excellent Local Community Awareness.</li><li>• Excellent call handling skills with a patient and understanding manner.</li><li>• Confident engaging with Health &amp; Social care professionals in multi-disciplinary setting.</li><li>• Effective reporting and written communication skills.</li></ul>	<ul style="list-style-type: none"><li>• Knowledge of safeguarding, legislation and policy relating to Adult Social Care.</li><li>• Public speaking.</li><li>• Presentation skills.</li><li>• Experience of working with homeless, or those that have been marginalised</li><li>• Knowledge of the Community Connect model of service delivery</li><li>• Ability to deal with challenging behaviour</li></ul>

## Personal Skills continued ...

	Essential
<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• Ability to deal with challenging behaviour.</li><li>• Use of initiative/self-motivated.</li><li>• Lateral thinker, who can provide creative solutions.</li><li>• Non-judgmental.</li><li>• Thorough with attention to detail.</li><li>• Work confidently remotely</li><li>• Problem solver, pragmatic and resilient.</li><li>• Positive outlook.</li><li>• Able to maintain confidentiality.</li><li>• Flexible and adaptable.</li><li>• Work in a team and network with partners.</li><li>• Initiative to develop the role.</li><li>• Willingness to participate in training and acquire new skills.</li><li>• Effectively manage your own workload and identify priorities.</li><li>• Able to work flexible hours as the role may require some tasks to be carried out during evenings and weekends</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• Access to a reliable broadband connection</li><li>• Full current driving licence</li><li>• Access to a reliable car insured for business purposes</li><li>• Enhanced DBS check will be conducted</li></ul>

# For further information:

## Email

[recruitment@somersetccc.org.uk](mailto:recruitment@somersetccc.org.uk)

## Call us

01823 331 222

## Visit our websites

For information about our projects

## Community Council for Somerset

[www.ccslovesomerset.org](http://www.ccslovesomerset.org)

## Somerset Carers - a resource for Unpaid Carers

[www.somersetcarers.org](http://www.somersetcarers.org)

## Village & Community Agent dedicated website

[www.somersetagents.org](http://www.somersetagents.org)



**CCS**

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**COMMUNITY**  
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