



CCS

people • place • enterprise

CCS - Community Council for Somerset

Village Agent

Job Description & Person Specification



somerset **village** &
community agents

part of CCS



Village Agent

Location: West Somerset

Salary	£13,445 - £22,408 (FTE) per annum
Hours	Between 21 - 35 hours per week. Some evening and weekend work may be required.
Location	Home-based and working within the West Somerset area. 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 (pro rata)
Reports to	West Somerset Locality Manager

Job Role

To provide help, support, and solutions for the health and social care needs of members of the community, through engagement with local neighbourhood, statutory and voluntary organisations.

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.
- Develop effective working relationships with all partners and stakeholders including relevant CCS staff, Operations Manager, Locality Managers and other Village and Community Agents.

Key Tasks Continued..

- 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 Village, Community and Somerset Carer's services and become a trusted point of contact.
- Maintain a robust electronic database of clients, ensuring compliance with the Data Protection Act 2018.
- 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.
- Represent CCS at external meetings and events, both 'face to face' e.g. multi-disciplinary forums, and online, e.g. preparing for, and delivering CCS Community Connect events and Talking Café's either in person at venues, or hosting Live Facebook events.

Key Targets

- Support people to find local community-based solutions to address their health and social care needs.
- Where community-based solutions are not available, to engage with community groups and individuals to create new initiatives to address health and social care needs.
- Provide people will have information about, and the opportunity to, participate in activities local to them that promote independence and wellbeing.
- Ensure that health and social care professionals feel confident referring people to community-based solutions.
- 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.
- Attend relevant Village Agent progress meetings and training
- 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.
- Complete weekly timesheets.
- Maintain client database and reporting mechanisms.

Personal Skills

	Essential	Desirable
Education, 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) or equivalent• Registration with a relevant health and social care professional body
Knowledge, experience and skills	<ul style="list-style-type: none">• Good level of IT skills with experience of databases.• Working with clients to find person-centred solutions.• Working in or with the voluntary sector with vulnerable people.• Providing information to members of the public and professionals using telephone and active listening techniques.• Working effectively with people who may be confused, distressed, angry etc.• Local Community Awareness.• Excellent call handling skills with a patient and understanding manner.• Confident engaging with Health & Social care professionals in multi-disciplinary setting.• Effective reporting and written communication skills.	<ul style="list-style-type: none">• Adult safeguarding.• Public speaking.• Presentation skills.• Supporting people with Learning Disabilities and/or Mental Health.• Experience of rural issues.

Personal Skills continued ...

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

For further information:

Email:

recruitment@somersetccc.org.uk

Call us

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



[CCS Disability Confident Certificate](#)



Funded & in Partnership with:



Somerset

Clinical Commissioning Group