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CCS - Community Council for Somerset

Community Agent High Intensity Users

Job Description & Person Specification



Community Agent High Intensity Users

Salary	£24,047 per annum
Hours	35 hours per week. Some evening and weekend work may be required
Location	Home-based and working within the geographical district of Yeovil District Hospital (YDH). 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 people who are high intensity users of health services to live independently. To provide bespoke interventions that are person centered.

Key Tasks

- Engage with High Intensity groups at Musgrove Park Hospital.
- Work in a holistic way with clients to achieve clearly defined goals.
- Help identify those that need support.
- Respond appropriately to the needs identified and provide accurate high quality information to clients, CCS and relevant agencies and providers.
- Attend regular update meetings with other professionals as an equal participant.
- 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.
- Support the person to the relevant agencies and providers identified that will support the goals they want to achieve.

Key Tasks (cont'd)

- Engage with clients and the wider team 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 needs of the whole range of client groups including those unable to access services directly.
- Develop effective working relationships with all partners and stakeholders including relevant CCS employees and project leads.
- Work as part of a team contributing to meetings, attending relevant training, cascading information to managers to enable smooth running of the project.
- Effectively promote the Village and Community agent services and become a trusted point of contact.
- Maintain a robust electronic database of clients, ensuring compliance with the data protection act, ensuring admin tasks are up to date so the needs of the project are up to date.
- Be able to work flexibly with your hours to suit the work. Some evenings and weekend may be required.
- To fulfil other relevant, organisation-wide duties, as required.

Key Targets

- To support people to find local community-based solutions to address their needs.
- To provide people with information about and provide the opportunity to participate in activities local to them that will improve their wellbeing.
- To ensure the professionals you are working with feel confident referring to you.
- To encourage people to be less dependent on traditional services with a higher proportion of needs being met by local and community based solutions.
- Take responsibility for your own time management and administration.
- Report regularly to the Hospital Liaison Locality Manager.
- Attend relevant village agent progress meetings and training.
- Make necessary links to local services and stakeholders.
- Complete weekly timesheets.
- Undergo annual appraisals and regular supervisory sessions.

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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