

Job title	Community Connections Coordinator
Location	The job will be located at 43 Barrack Road, Christchurch. Travel around the BH23 area will be required.
Employment type	FTC of 1 Year initially. 24 hours per week.
Overview of company	<p>Christchurch Community Partnership (CCP) is a small charity with a big vision: to end social isolation for all adults in Christchurch, Dorset. Social isolation can kill. Loneliness acts as a fertiliser for medical conditions and ill health. It can increase the risk of mortality by 26%. But together, we can end social isolation and save lives.</p> <p>Christchurch Community Partnership (CCP) provides a unique combination of integrated services that can be tailored to an individual's needs. For more information on our services please see our website: ABOUT US CCP Our objective through these services is to reconnect individuals with their community, to help them to build social networks, which then improves their mental and physical health and wellbeing.</p> <p>Thanks to the support of our amazing volunteers, we provide essential help to those who might otherwise struggle to access services and enable our clients to reconnect to the community. We also work in close partnership with other organisations that offer community support, to coordinate vital services and avoid duplicating provision. People are typically referred to CCP by Adult Social Care, NHS professionals such as GPs and Social Prescribers, or by neighbours and relatives. Self-referrals can also be made directly by people who need support</p> <p>In 2022, CCP was awarded the prestigious Queen's Award for Voluntary Services in recognition of the 'vital, non- judgmental services' it provides to people who are 'vulnerable, marginalised and excluded'.</p>
Purpose of position	<p>Are you ready to make a real difference in people's lives? We're seeking a dedicated and compassionate person to join our team. You'll play a key role in planning, organising, and overseeing some of our most vital services.</p> <p>The Community Connections Coordinator's (CCC) role is to deliver and further develop 2 of these services; Christchurch Angels and Helpful Neighbours. Christchurch Angels includes oversight responsibility for a range of services which include Coffee Connections, Lunch Clubs, volunteer delivered short-term enabling, a seated exercise class and regular outings. Helpful Neighbours offers help with small practical tasks, and assistance with form filling and paperwork, which is delivered by our volunteers but assessed and overseen by the CCC.</p> <p>The CCC will conduct an initial assessment of the client's needs from both the initial referral form and a home visit to decide on the appropriate course of action. This may mean signposting to other agencies, or in some cases allocating a volunteer for a limited period to help clients regain their confidence, by introducing them to a lunch club or other activity. Those experiencing social isolation, can be referred to the CCP by a wide range of local agencies, and working collaboratively is an essential part of the CCC role.</p>

	<p>You'll build relationships with the people you are helping by listening carefully to what's important to them and what motivates them, you will stay in touch with clients regularly to ensure their needs are being met. If you're passionate about making a real difference, thrive on the opportunity to positively impact the lives of others and influence change, then this is the perfect role for you. Your can-do attitude, and ability to build strong relationships will enable you to make a lasting impact on those around you.</p>
<p>Responsibilities</p>	<p><u>Enabling access to services</u></p> <ul style="list-style-type: none"> • Work with partner agencies to process referrals for clients, ensuring that referrals are appropriate for CCP services, or signposting to alternative support. • Arrange to visit clients in their homes to discuss with the person their wellbeing needs, set goals, based on the person's priorities, interests, values, cultural and religious/faith needs and motivations, and to direct them to appropriate services within the CCP or to external services, reporting back to the original referrer to advise of plans or to advise if we are unable to help. • Manage the referral to a CCP service (lunch club/exercise class/Coffee Connections). • Liaise with the CCP Transport Coordinator if transport is required. • Liaise with CCP Transport Team to refer clients for events and trips. <p><u>Supervision</u></p> <ul style="list-style-type: none"> • Manage and support the Community Connections Assistant to run the Coffee Connections and CCP Lunch Club providing back up on various sites as needed to cover Annual Leave/Absence. • Manage and support the CCP volunteers engaged in both services (with support from the Volunteer Coordinator). <p><u>Working with volunteers</u></p> <ul style="list-style-type: none"> • In conjunction with the Volunteer Coordinator, work with CCP Volunteers to establish a strong volunteer team within your services and match volunteers with specific projects. • Contribute to the volunteer recruitment strategy, working alongside the Volunteer Coordinator to deliver a smooth, positive volunteer experience.

	<p><u>Monitoring</u></p> <ul style="list-style-type: none"> • Demonstrate an understanding of the impact of the service on wider health and on social and voluntary sector services. • Contribute towards the continuous development of the service, attending meetings and doing presentations when required. • Identify opportunities and gaps in services, feeding back information on this as well as service quality and accessibility. <p><u>Quality</u></p> <ul style="list-style-type: none"> • To ensure records are maintained to meet quality standards and in accordance with the Data Protection Act (as amended 2000) <p><u>Information Governance, electronic databases and record keeping</u></p> <ul style="list-style-type: none"> • The CCC may not during or after the termination of their employment, disclose to anyone other than in the proper course of their employment or where required by law, any information of a confidential nature relating to the CCP or their business or their patients, clients and service users. Breach of this clause may lead to dismissal without notice • The CCC will be expected to keep accurate and up-to-date records of their contact with clients, referrals and interventions, activities, and outcomes.
<p>Experience/ skills required</p>	<p>Experience of working within the voluntary sector and supervising staff or volunteers is an advantage. This role may suit someone with a background in Social Work or Care – full training is available, so this is desirable but not essential.</p> <p><u>Personal Skills</u></p> <ul style="list-style-type: none"> • Ability to respond to calls and enquiries professionally. • Self-motivation and adaptability to change. • Excellent organisational and administrative skills. • Strong computer literacy. • An eye for detail and the ability to perform under pressure. • A full UK driving licence and access to your own vehicle with business insurance. <p>This is a very varied role and priorities can change rapidly, as part of a small team a willingness to get stuck in is essential!</p>
<p>Eligibility to work in the UK</p>	<p>Must be eligible to work in the UK</p>

General Requirements

- To attend staff meetings and report on progress.
- To seek out and attend relevant networking opportunities.
- Work with CEO to set targets and monitor progress against these.
- Develop and maintain close relations with referrers.
- Understand and actively implement the CCP policies and procedures, proposing amendments where required.
- Operate and comply with the provisions of the General Data Protection Regulation and relevant CCP policies on data protection, referring queries to the Compliance Trustee.
- Support Safeguarding 'Adults at Risk' at all times, referring any concerns to the CEO initially, as directed by the CCP Safeguarding policies.
- The CCC will be expected to develop their knowledge of CCP services and local services, using existing databases and developing links with service providers, keeping up to date with service changes and developments
- Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.