



### Job Description - Community Champion

<b>Service</b>	<b>STEP Project</b>
<b>Job Title</b>	<b>Community Champion</b>
<b>Hours</b>	<b>37 hours per week</b>
<b>Base</b>	<b>East/Pennine Lancashire</b>
<b>Salary Range</b>	<b>£16,103pa</b>
<b>Reports to</b>	<b>Red Rose Recovery Team Leader</b>
<b>Purpose of Job</b>	<p>The post holder will have a specific remit to work with under-represented groups. The key role will be to increase the number of people from within the East Lancashire and Blackburn with Darwen community - to access relevant health and social care provision and to support vulnerable people within the identified cohort. The role will be to support in accessing services and to support the integration into community services available to them, whilst being sensitive to their needs.</p> <p>The Post Holder will utilise their skills and experience to work alongside the project workers and relevant agencies to develop partnerships and pathways to relevant agencies, and contribute to specific outreach activity.</p> <p>The post holder will, in partnership with other organisations, identify barriers in facilitating access to support and work in partnership in creating and delivering solutions to these barriers.</p> <p>As directed by the line manager, the post holder will be an integral member of the Step Team, delivering support and advice, and facilitated access to community services.</p> <p>The focus of all interventions will be:</p> <ul style="list-style-type: none"> <li>• Actively engage with the identified cohort, maintain existing links and forging new contacts.</li> <li>• To work with relevant managers and partners to ensure that routes in to services are clear, whilst catering for any individual or community based needs via solution focused planning</li> <li>• Work with the identified cohort to create, develop and deliver on referral pathways which can be demonstrated to be innovative, inclusive and effective to the individual needs.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>To reduce the harm to the individual and their families and wider community caused by lack of access to primary care support</b></li> <li>• <b>To promote healthier life styles, prevention and improved health and wellbeing</b></li> </ul> <p><b>The post holder will focus on early intervention - assertive and pro-active- in engaging service users who are identified as needing additional support.</b></p> <p><b>The post-holder will contribute to a multi-agency approach by working together to ensure that service users consistently receive the services they require to empower, educate and support in the transition of making positive change in relation to health and wellbeing, this will include facilitating access to peer support groups where appropriate such as mutual aid and the Lancashire User Forum.</b></p> <p><b>They will be responsible for contributing to the overall performance of the service to ensure that contractual output targets are achieved. They will also be required to record relevant client data and information in order that the service operates within governance, contractual, administrative and financial requirements.</b></p> <p><b>The post holder will be required to work across a number of operational sites across the area as required and work flexibly to maintain the most appropriate level of service provision. This may include evening and weekend working.</b></p> <p><b>The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.</b></p>
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**Key Activities:**

- To engage with vulnerable people within the identified cohort
- To increase people understanding of their rights and responsibilities when accessing services, and seeking support
- To support the STEP Community Living Room and other similar groups
- To undertake public health activities and participate within the identified bases in the organisation and delivery of health promotion
- To signpost clients to other identified avenues of support, drop-ins and to organisations for further advice and input - and to facilitate this access and uptake of the services
- To advocate for the service users, as required
- To be aware of the local referral pathways for necessary interventions and support
- To assist in the integration of clients within local community activities
- To support the development of support networks through community assets - including peer support
- To identify, escalate and inform senior team members of any concerns relating to safeguarding, both for children and vulnerable adults, within agreed protocols
- To work cooperatively with team members to meet the needs of clients and their families

- Ensure that all aspects of confidentiality are adhered to and consent to share information is a key element to building trusting therapeutic alliances.
- To complete necessary administrative duties, including data inputting of client work undertaken in a timely way
- To maintain accurate and legible records
- To participate in audit programs as requested
- To ensure own, and service user health and safety at all times
- To have input into quarterly reporting of activity, through data and commentary - in conjunction with others within the team

#### **And to -**

- Work towards understanding the barriers and gaps for different community groups and compile findings as part of a continuous needs assessment for this changing client population
- To promote and disseminate information about East Lancashire and Blackburn with Darwen Services to communities within an overall objective of encouraging uptake of East Lancashire and Blackburn with Darwen Services by the identified cohort.
- Work alongside staff and partners in co-ordinating translation services or other support that will assist clients in engaging with any of the services.
- To support in the development of specific pathways in to drug and alcohol treatment services, recognising potential barriers which need to be overcome so that treatment is all inclusive and reduce perceptions of marginalisation.
- To promote health care messages - IE smoking cessation, sexual health
- Recognise personal and professional boundaries and work within CGL policies at all times
- Present a professional image and actively promote services to service users, other stakeholders, partnership organisations and the general public.
- Actively participate in regular supervision and provide evidence work stream developments, alongside other supervision requirements as detailed in CGL policy.
- Work within CGL's professional development framework participating in active learning and developing professionally, in accordance with service and organisational requirements and current skills and abilities.
- Uphold data protection legislation and only share client information as per CGL policy, local and formally agreed information sharing protocols and client confidentiality agreements.
- Develop and maintain effective partnerships with service users, other agencies and health care professionals to help client reduce identified physical/ mental health risks.

### **Communication**

- To participate in team meetings, to include discussion of individual cases
- To escalate and report any concerns
- Engage in effective communication with clients and professionals to obtain and provide relevant health information and guidance
- To deal with any telephone enquires -and ensure these are filtered to the correct person/services
- To communicate with clients for whom English is a second language, using personal skills, or translators where necessary and appropriate
- To manage communication skills in situations which may be sensitive, emotional or hostile
- To escalate and report any incidents, near misses involving staff, clients, self or visitors

### **Training**

- Attend all mandatory training
- Participate in training appropriate to the needs of the service and identified through induction and PDF

- Take responsibility for continued learning within the role and maximise the learning and development opportunities offered
- Contribute to the multi-agency service delivery plan

### **Organisational Responsibilities**

- Plan and organise own daily workload and cooperation and discussions with other team member
- Be aware of, and adhere to local policies and procedures

### **General terms of reference:**

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post

## **Person Specification**

### **Essential criteria:**

- ✓ Experience of working within community and primary care settings
- ✓ A clear understanding of issues relating to underrepresented groups
- ✓ Experience of multi-agency working
- ✓ Experience of working across cultural groups
- ✓ Knowledge and understanding of confidentiality
- ✓ Record keeping skills
- ✓ Ability to work towards agreed targets and performance criteria
- ✓ Basic knowledge of health issues relevant to vulnerable people
- ✓ Excellent communication skills - written and verbal
- ✓ Experience of engaging and forming co-productive relationships with a wide variety of individuals, and at all levels
- ✓ Ability to form trusting and constructive working relationships
- ✓ Knowledge of risk management
- ✓ An approachable, non-judgemental approach and attitude
- ✓ Flexibility and ability to use own initiative
- ✓ The ability to work under pressure
- ✓ Ability to work within, and contribute to, team working
- ✓ A sense of humour

**And the ability to:**

- ✓ Communicate confidently and effectively, verbally and in writing.
- ✓ Respond flexibly to the demands of the post.
- ✓ Good liaison skills and ability to work as a member of a team.
- ✓ Show a capacity to work alone and the ability to keep calm under pressure.
- ✓ Understand and have a commitment to the principles of equal opportunity and diversity.
- ✓ Employ a professional, empathetic and non-judgmental attitude towards service users.
- ✓ Show commitment to facilitating positive outcomes for clients
- ✓ Working from identified bases and services within East Lancashire and Blackburn with Darwen

**Desirable criteria**

- ✓ Knowledge of the issues and experiences for asylum seekers and refugees
- ✓ Knowledge of local statutory and voluntary agencies working with the homeless and asylum seekers
- ✓ A health related qualification relating to health, community development or outreach working
- ✓ A clean driving licence and access to own transport
- ✓ Experience of working with or alongside hard to reach groups
- ✓ Maintain professional boundaries and work effectively with partnership agencies.
- ✓ Experience of contributing to project development.
- ✓ Knowledge of local services and geography.
- ✓ Awareness of equality and diversity issues
- ✓ Fluency in a second (or more) language

**This post is subject to a DBS check at an enhanced level.**

**Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.**