

## Job Description

### Job title

**Village Agent**

### Overall purpose of the job

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

### Main tasks

1. Provide support on a wide range of holistic health and social care issues to community members who self-refer to receive support, either by telephone, online, or in person. Respond to the issues and needs identified by providing accurate, high-quality information, making referrals to relevant agencies and service providers when and where necessary.
2. Create own offline and online community-level networks, through maintaining a high profile for yourself and your work (including regular attendance at Community Hubs and other community groups), building credibility and trust so that individuals can feel confident to self-refer to you for support and help and so that you are confident to make referrals.
3. Work alongside, and build relationships with, the local Primary Care Network Social Prescribing Link Workers and Personalised Care Coordinators so that your work is integrated effectively into the health and care system for that neighbourhood and individuals feel they are being helped holistically.
4. Maintain accurate electronic client records of calls, visits, interventions and referrals made, ensuring compliance with GDPR and maintaining management information to assist in workload / demand profiling through HubSpot CRM system.
5. Undertake research to identify members of the parish council, key contacts and community leaders, local groups and regular events, newsletters, social media pages, church groups, health groups and services, transport provision, older people's groups and family and children's support services and ensure contacts are added to the HubSpot CRM system to aid further communications.
6. Aid the development and running of Community Hub activities programmes in order that they satisfy the diverse needs and desires of those that attend. This may include:
  - i. Briefing and organising professionals to attend Hubs with health/wellbeing and cost-of-living information requested by volunteers and/or attendees.
  - ii. Helping volunteers to organise social activities that support the health and wellbeing of the Hub attendees.

- iii. Supporting volunteers with the setting up other groups/projects that help independent living and health/wellbeing needs of individuals where gaps in provision have been identified.
  - iv. Supporting volunteers with community fundraising activities.
7. Take part in the new starter induction and training programme arranged for Village Agents to allow for effective standards of practice in your work and attend ongoing training where appropriate to enhance your skills and knowledge.
  8. Work as part of a team with other Village Agents, Cambridgeshire ACRE staff and the Cambridgeshire Community Hubs Network, contributing to regular staff and community meetings.
  9. Use a variety of monitoring and evaluation methods to collect data and information to produce quarterly reports for our funders, attend meetings and present information and case studies of your work when requested.

### **Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people and/or vulnerable adults. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job:

Qualification required	Subject	Essential / Desirable
Level 2 qualifications including GCSEs (at grades 9 – 4 or A* - C, or O levels at grades A - C), Level 2 NVQ, Level 2 National Diploma or Certificate, Intermediate Apprenticeship or equivalent experience in a relevant field.	Health and/or care; community work; community development work or a related field.	Essential

Minimum levels of knowledge, skills and experience required for this job:

Identify	Describe	Essential / Desirable
<b>Knowledge and experience</b>		
Policies and practices	Knowledge and understanding of what community-level health and wellbeing programmes are trying to achieve.	Essential
Multi-agency partnership working and relationship management	Knowledge of stakeholder engagement, mapping and relationship management.	Essential
Data and information gathering	Knowledge of how to collect qualitative and quantitative data.	Essential
	Experience of managing confidential data.	Essential
Marketing and promotions using digital communications	Experience of managing social media channels.	Desirable
	Experience of organising online and in-person events.	Desirable

Identify	Describe	Essential / Desirable
Working with communities	Knowledge of different ways of undertaking community fundraising.	Desirable
	Local working knowledge of the community or communities in which you will be working.	Essential
	Experience of working with local councils, community groups and volunteers to support community-led actions and to help them achieve their goals.	Essential
	Experience of working in a position providing front-line community health or social care services to individuals.	Essential
	Experience of giving advice and support to others.	Essential
	Experience of working with those who are isolated and who have complex health and other needs.	Essential
	Experience of developing and running networks of people and community members, both online and in-person.	Desirable
	Experience of working with volunteers to enable them to support others in their own communities.	Desirable
Equality, diversity and inclusion	Demonstrate an awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and wellbeing of children and young people/adults (as applicable to the role).	Essential
<b>Skills and personal qualities</b>		
Communication	The ability to be able to supply written information to support the collation of presentations, reports, and other written documentation.	Essential

Identify	Describe	Essential / Desirable
	Proven verbal communication and relationship management skills.	Essential
	The ability to initiate, develop and manage complex partner, community and stakeholder relationships.	Essential
	Political astuteness and sensitivity, communicating with diplomacy and tact.	Essential
Administration	Ability to use Microsoft Office applications such as Outlook, Word, Excel and PowerPoint and to undertake web-based research.	Essential
	Ability to use Microsoft Teams for work collaboration.	Essential
	Ability (or willingness to learn) to use HubSpot for online record keeping.	Essential
Self-management	Proven ability to prioritise, plan and manage deadlines.	Essential
	Ability to maintain attention to detail even when working under pressure.	Essential
	Ability to keep own personnel records and timesheets updated using the systems supplied.	Essential
	Willingness to participate in training and acquire new skills, being able to develop the role as the work progresses.	Essential
	Ability to travel around the county to attend meetings and events, including some evening and weekend work.	Essential
	Ability to use own initiative and to be proactive.	Essential

### Disclosure level

What disclosure level is required for this post?	<input type="checkbox"/>	None	<input type="checkbox"/>	Standard
	<input type="checkbox"/>	Enhanced	<input checked="" type="checkbox"/>	Enhanced with barred list checks

### Other key information about this job

Who the role reports to:	Community Wellbeing Manager
Working hours:	28 hours per week, which may include some evening or weekend work. Cambridgeshire ACRE operates a flexible working system.
Office base:	Homeworking: office accommodation can be provided if required.
Organisation job type:	Admin / Support
Salary:	SCP 7 on the NJC payscale (currently £24,294 per annum for a 35 hour week) plus contributory pension scheme and travel expenses. For a 28 hour working week, this equates to £19,436
Annual leave:	25 days per annum plus bank holidays, pro rata for part-time employees
Contract type:	Fixed term until 31-Oct-2025.
Staff to be directly managed:	None