**Information for Applicants**

**Life Connector – Great Yarmouth**

**Hours:** 37 hours per week

**Contract:**  Fixed term until 31st March 2021

**Starting salary:** £22,911 per annum

**Base:** Great Yarmouth Early Help Hub, The Catalyst Centre, The Conge Great Yarmouth NR30 1NA

**Holiday entitlement:** Starting at 25 days per annum, increasing with length of service up to 28 days per annum (pro rata for part time employees), plus designated bank holidays (pro rata for part time employees).

**Pension Scheme:** Contributory scheme in place

**DBS Check Required:** Not required

**Closing date: Monday 25th May 2020 at 12 Noon**

**Interview date: Monday 1st June 2020**

Voluntary Norfolk aims to promote equality of opportunity and welcomes applications from diverse candidates with the right mix of talent, skills and potential.

We will collect and process the personal data you provide on this application form and any other supporting documentation you submit in order to administer the recruitment procedure for the above role. Further information can be found in our *Privacy Notice for Job Applicants*, which is available on our website [www.voluntarynorfolk.org.uk/about/privacy-policy](http://www.voluntarynorfolk.org.uk/about/privacy-policy)

Applicants are advised to refer to both the job description and the person specification when completing section 6 of the application form.

Applicants are asked **not** to attach a CV to their submitted application form, or to enclose copies of references.   
  
For further information about this post, please contact **Laura Bloomfield – Service Manager Better Together Norfolk on 07962337707** **or** [laura.bloomfield@voluntarynorfolk.org.uk](mailto:laura.bloomfield@voluntarynorfolk.org.uk%20)

Please return completed applications by e-mail to the attention of Julia Creusson, Head of Resources & Facilities [hr@voluntarynorfolk.org.uk](mailto:hr@voluntarynorfolk.org.uk)

*Please be advised that only applicants shortlisted for interview will be contacted.*

Thank you for the interest you have shown in this post, we look forward to receiving your completed application.

**An Introduction to Voluntary Norfolk**

**Our Vision**

*Connected, resilient and compassionate communities where people work together*

*to improve lives*

**Our Mission**

* *To enable local people and communities to thrive and reach their potential*
* *To deliver innovative solutions through effective partnerships*
* *To ensure the voices of volunteers and voluntary organisations are represented*

Voluntary Norfolk was started in 1969 as the Norwich Organisation of Active Help (NOAH), a service to match volunteers to voluntary organisations. From this simple model of support, delivered from a caravan that toured the county, we have grown and developed to provide a wide range of services which improve the health, wellbeing, connections, skills and employability of thousands of people in Norfolk each year.

Support for the Voluntary Sector

We help over 300 grass-roots organisations find the volunteers they need to deliver their services and activities and we support over 2,000 volunteers to find volunteering opportunities, helping them develop skills, knowledge and to make connections in their community. We offer information, training, advice and support to voluntary groups and we have a specialist support service, Momentum, for groups working with young people. We are a voice for the VCSE (Voluntary, Community and Social Enterprise) sector, promoting the activities and impact of charities and community organisations while raising awareness of wider issues affecting our sector.

Volunteer Services

We deliver and develop volunteer services for Clinical Commissioning Groups, Norfolk County Council and other health and social care providers to help address social and healthcare challenges including an ageing population and physical, digital and social isolation. We directly recruit and manage over 700 volunteers who undertake a variety of roles in healthcare and community settings, helping people manage long-term health conditions, providing a support role to healthcare professionals and transporting people to and from hospital appointments.

Health & Social Care Services

Voluntary Norfolk delivers and manages health and social care services in partnership with community and voluntary groups and public and health care bodies. We are the lead partner in the Carers Matter Norfolk service and its sister service for Young Carers and Families providing practical and emotional support for Norfolk’s 100,000 unpaid carers. We also lead the Better Together service which addresses the health impacts of loneliness and social isolation. In April 2019 we took over the management of Norwich’s SOS Bus which looks after the health, wellbeing and safety of people visiting Norwich’s pubs and clubs on Fridays and Saturday nights.

Community Development

In partnership with community and public sector organisations, we work with local residents to improve their health, wellbeing and employability, harnessing their strengths, skills, interests and passions. We are one of the main partners in Neighbourhoods that Work, led by Great Yarmouth Borough Council, which works with residents, communities and partners to increase community resilience. In Norwich we run aDigital Inclusion programme which enables residents to develop the skills, capabilities and confidence to access online services, support and activities. We have recently been awarded funding to lead another partnership in Great Yarmouth, *Freshly Greated, which* aims to increase engagement with the arts among groups of people who are currently least likely to get involved as either audiences or creators.

Employment & Skills

Our Employment & Skills Team support those who are furthest from employment, helping them make the most of their skills and strengths and to take advantage of employment, volunteering and training opportunities. As part of the Norfolk Community College they offer 1-2-1 mentoring, training, volunteering and work placements, as well as specialist support and advice around wellbeing, debt and benefits.

CBR Business Solutions

CBR Business Solutions is the trading arm of Voluntary Norfolk, providing HR services, DBS checks and Payroll services to over 200 charities and businesses across the country. Operating profits from CBR Business Solutions provide a vital source of unrestricted income for Voluntary Norfolk helping us carry out our work supporting people and communities across Norfolk.

We employ over 70, mainly part-time, members of staff, working in locations across Norfolk.

Our turnover is in excess of £2million per annum with funding coming from public sector, health and statutory bodies, from grants, membership fees and from our traded services.

Voluntary Norfolk is a Registered Charity (number 1112017) and a Company Limited by Guarantee (number 5616120).

We have an elected Board of Trustees and our Chair of Trustees is John Archibald, Chief Strategy Officer and Executive Board Director of Flagship Group.

Our headquarters are located at St Clements House, 2-16 Colegate, Norwich, NR3 1BQ.

[www.voluntarynorfolk.org.uk](http://www.voluntarynorfolk.org.uk)

|  |  |
| --- | --- |
|  |  |



**Background to Better Together Norfolk**

Better Together Norfolk is one of three support services commissioned by Norfolk County Council to combat loneliness and social isolation. There are an estimated 44,000 people in Norfolk who are lonely or socially isolated. Voluntary Norfolk is the lead partner for Better Together Norfolk; other parts include Independence Matters, Access Community Trust, Home-Start Norfolk, St Martin’s Housing, Opening Doors, Feedback Mental Health, Carers Voice Norfolk & Waveney, Harleston Information Plus, Missing Kind and Centre 81

Better Together Norfolk (BTN) seeks to help people create connections and build communities. BTN provides:

* Freephone Helpline offering information, advice, guidance & a listening ear, connecting people to local activities and support (open Monday to Friday, 9am to 5pm)
* 1:1 face-to-face support, coaching, mentoring and life-planning (also providing information, advice and guidance) provided through a team of Life Connectors helping people to address the wide determinants of loneliness sand social isolation
* Support for communities delivered through three Community Development Workers, building communities, helping local people to initiate social action through small grants and the development of grassroots activities
* Access to peer support and opportunities to meet others who have common lived experience
* Support to access volunteering opportunities to gain confidence, skills and give back to the community

****

**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Life Connector |
| **Company** | Voluntary Norfolk |
| **Reporting Line** | Service Manager Better Together Norfolk |

**Main Relationships**

Clients (members of the public who are lonely and socially isolated), Peer Support Groups and Volunteers, Community Development Workers, Volunteer Coordinators, Community Connectors, Living Well Workers, Early Help Hub staff and other health, care and community professionals.

**Main Job Purpose**

As part of a multi-disciplinary team, Life Connectors provide flexible and responsive one-to-one person-centred assessment, support planning, life coaching & mentoring to individuals at risk of, or experiencing, loneliness and social isolation. Life Connectors deliver interventions which are responsive the needs and aspirations of clients, meeting what matters to them, and promoting social inclusion and positive wellbeing.

**Main Duties**

1. **Assessment and Support Planning**

* Undertake person-centred assessments (at the client’s home or at a community venue) and reviews, utilising a range of tools, assessment and outcome frameworks,
* Manage a caseload of ‘clients’, providing flexible and responsive support based upon the needs and aspirations of the individual and which promotes social inclusion and reduces loneliness
* Work through an enabling approach that draws on the individual’s strengths, preferences and assets, assisting people referred to the service to identify and articulate their desired outcomes, proving time limited support and jointly co-designed interventions to enable them to achieve those outcomes in their local communities
* Deliver a personal planning service, working with clients to identify goals and the steps and actions needed to achieve them, with S.M.A.R.T goals, which support the individual to develop resilience and build capacity. Monitor progress in achieving personal goals
* Offer time-limited interventions, which promote combat loneliness and reduce social isolation and support individuals to be connected to communities and place.
* Take referrals direct within locality and from service helpline and work within agreed pathways and processes
* Work collaboratively through the Early Help Hubs, coordinating or contributing to a multi-agency approach, taking a lead in making onward referrals to statutory, VCSE agencies and groups.
* Facilitate access to appropriate services and local activities which help to combat loneliness and reduce social isolation, either directly or indirectly, through addressing wider determinants e.g. economic, health, environmental or social
* Empower individuals experience loneliness and social isolation through the provision of general information and advice on accessing self-help resources, local activities (e.g. Norfolk Community Directory) and appropriate grants
* Aid and support with simple form filing linked to identified goals in the life / support plan
* Utilise the ‘added value’ provided by partners’ other services to help client meet their identified outcomes and goals

1. **Partnership Working: delivery of an integrated service**

* Work with the Volunteer and Digital Inclusion Coordinator to develop appropriate volunteering opportunities for clients
* Develop a good understanding of the offer from local voice and peer support organisations and groups, introducing clients to social activities where appropriate
* Liaise with local Community Development Workers, to help shape and develop opportunities for client involvement in projects, asset mapping and other activities
* Establish and maintain close working relationships with local social prescribers and specialist information, advice and advocacy organisations, offering seamless introductions to clients where other services are best placed to provide support
* Contribute to awareness raising and communication activities and events to promote the service

1. **Recording and Information Governance**

* Record details of interactions and interventions on Charitylog and actions for follow-up as required, ensuring quality of data is consistent and in line with service standards
* Ensure that information, including personal sensitive, is collected, processed, and stored lawfully to information governance best practice standards and complies with the requirements of GDPR and successor legislation
* Take responsibility for recording all notes and assessments on the CRM database and in a timely manner, ensuring data is accurate and proportionate, providing clients with a physical or electronic copy of their assessments
* Work within the code of conduct, observing the service confidentiality policy in practice and maintaining professional boundaries when working with clients, professionals, and other service staff.
* Work within, and regularly input to, the policies and processes in place for the service, including assessment, support planning and review processes, data input and management, quality assurance processes safeguarding and lone working procedures.
  1. **Other**
* Positively participate in the staff development programme, including service monitoring, coaching and personal development planning, supervision, and appraisal / performance reviews, in line with the performance and quality management framework and staff competencies and capabilities framework.
* Contribute to the ongoing monitoring, evaluation and review of the service

**All Voluntary Norfolk post holders are responsible for:**

* Working to the policies and procedures of Voluntary Norfolk
* Promoting equal opportunities and respecting diversity within all aspects of their work
* Complying with Health and Safety Regulations
* Carrying out additional duties where appropriate which may be allocated from time to time by the Chief Executive and their line manager

**Person Specification**

**Please tell us how you meet the below person specification in the Application Statement**

**Essential (E) / Desirable (D)**

|  |  |
| --- | --- |
| Experience and Qualifications |  |
| 2 years’ experience in an assessment and support role | E |
| Experience of working with vulnerable groups | E |
| Level 2Literacy / Numeracy qualification or equivalent level of proficiency | E |
| Level 2 qualification in Health and Social Care, Life Coaching or IAG or equivalent experience and proficiency | D |
| Experience of working in the Voluntary or Community Sector | **D** |
| Experience of multi-agency and partnership working | **E** |
| Experience of risk assessments with individual clients and home visits | **D** |
| Experience of working in person-centred approach | **E** |
| Experience of dealing with confidential and sensitive information and the requirements of the Data Protection Act 1998 / GDPR | E |
| Knowledge and understanding on issues pertaining to loneliness and social isolation e.g. barriers to social inclusion and accessing local activities | **E** |
| Demonstrable skills in providing one-to-one support to clients including SMART goals and action steps | **E** |
| Active listening skills and ability to empathise with clients | **E** |
| Good understanding of professional boundaries | **E** |
| Knowledge of local services and activities for those experiencing social  isolation | **D** |
| Ability to write concise, factually accurate and outcomes focused client assessments | **E** |
| Report writing and case-note recording and general written and communication skills | **E** |
| Excellent negotiation and motivation skills | **E** |
| Ability to work under pressure, prioritising and managing workload | **E** |
| Ability to analyse and evaluate issues & problem solve effectively | **E** |
| Excellent IT Skills, including the use of office applications, cloud-based systems and CRM databases | **E** |
| Professional and personal -centred approach (e.g. integrity) | **E** |
| A good team player with a willingness to be flexible and adaptable | **E** |
| Creative thinker with the ability to motivate others | **E** |
| Self-starter, ability to work independently and show initiative | **E** |
| Commitment to continuous professional development | E |
| Other requirements |  |
| Car driver/owner with ability to travel across a locality and meet with clients in their homes and/or community settings | E |
| Ability to work unsocial hours to support client needs | E |