



JOB DESCRIPTION - One Croydon Alliance

Job Title:	Community Connector
Contract:	12 Month Fixed Term
Grade/Salary:	£30,000 (Including OLW)
Hours:	35 Hours Per Week
Location:	Asian Resource Centre of Croydon
Responsible To:	CEO
Stakeholder Relationships:	Community development staff in partner organisations

Introduction

We are seeking a very organised, practical, and energetic Community Connector to join our growing organisation.

In this position, as a Core20 Community Connector you will work across a partnership of community and statutory organisations including health and voluntary sector to deliver community led initiatives leading to positive health outcomes and addressing health inequalities.

This role supports ARCC's Core20 Plus Programme and One Croydon Alliances Community Facilitators Project.

About ARCC

The Asian Resource Centre of Croydon was established in 1999 with a view of bringing together Asian Communities & Businesses. Our mission is to support, develop and promote voluntary/community activity that enhances the quality of life in Croydon. Our vision is of an inclusive vibrant and sustainable voluntary and community sector that enhances local quality of life.

Our key outcomes are:

- More effective, responsive services for local people
- Empowered and active communities
- Increased social inclusion and community cohesion

- An increase in social capital
- A strengthening of civil society
- Increased health and wellbeing of Asian communities

One Croydon Alliance

'Working together to help you live the life you want'

The Alliance vision is to support the people in Croydon to be independent and live longer, healthier and fulfilling lives and be able to access high quality care, in the right place and at the right time, thereby reducing health inequality in Croydon. The aim is to achieve this vision while realising financial sustainability in the system and maintaining improved outcomes.

Key to the ambition of the One Croydon Partnership is the development of active and supportive communities and establishing a structure that signposts and improves access to the wide range of Voluntary and Community Sector (VCS) groups. Aligned with the principle of delivering services at a locality level the Alliance has co designed a model for Local Community Partnerships (LCP) that will support and promote collaborative working among local voluntary groups. The model also aims to support local residents and health and care providers to access and use voluntary and community services effectively to promote self-care, reduce social isolation and promote independence.

Community Hubs, set up in each of Croydon's six localities, will provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services. They are located in existing VCS venues that are known and accessible to local residents and are open regularly on a set day and time.

Core20 Plus Programme

To harness collaborative working with Core20 communities especially Asian and Minority ethnic communities to support the transformation of health and wellbeing, through lived experiences that underpin the 5 key areas, goals, and outcomes of Core20 Plus.

A Community connector on this programme is an individual with a lived experience of an inequality. They work in partnership with decision makers to ensure that primary care services are as good as they can be for those accessing those services. This role recognises and values the lived experience and the importance of connecting that lived experience with those making decisions in primary care services. The individual will be driven and have a passion to improve services and use their voice to advocate for Asian and Minority ethnic communities.

Job Summary

The Community Connector will maintain a range of relationships across the VCS and the Alliance partners. The primary responsibility is to support the Community Facilitator (CF) in the delivery of core components of the Local Voluntary Partnerships (LVP) Programme and working with a diverse range of stakeholders.

Core Functions of supporting Community facilitator project

Support CF to maintain effective working relationships with individuals and organisations in the Alliance and its partners through:

- Supporting the set-up, running and evaluation of Community Hubs in three localities including:
 - Attending and supporting the Community Hub(s)
 - Supporting volunteers, residents and service providers and assisting with any queries
 - Supporting residents to complete feedback forms
 - Collate data in each locality, capturing change stories (case studies) and feedback forms in the localities dashboards on a regular basis
- Supporting the set-up, running and evaluation of LCPs in three localities working closely with Co-chairs and CF:
 - Acting as the main point of contact for the administration of twelve LCP meetings annually; including sourcing venues, booking refreshments and equipment, managing registrations on the day and other duties as required
 - Promote LCPs via social media platforms, contact lists and networks
- Attending weekly Integrated Community Network Multidisciplinary Team (ICN+ MDT) meetings to connect and link in wider VCS groups and community solutions
- Manage and maintain communications via social media, email and promotional activities:
 - Act as the first point of contact handling queries received by email and phone and signposting to relevant parties
 - Maintain the shared CF database, contact lists and logs
 - Maintain the Community Hub schedule on the website
 - Manage flyer/printing requests
 - Manage all regular communications to stakeholders including a weekly Community Hubs bulletin
- Attend regular catch-up meetings with CF
- Provide cover for CF in absence as required

Key Working Relationships

The post will report to ARCC's CEO. Other key working relationships include:

- Community Facilitators
- One Croydon Alliance programme management office
- Locality Co-chairs

- Statutory/VCS delivery groups
- Integrated Community Network (ICN+) core teams
- Community Hub hosts and volunteers

Core Functions of Supporting Core20 Plus Programme

- To utilise local knowledge in working with the Asian and Minority Ethnic community to ensure barriers to access and other identified issues, which might prevent people from accessing health and care are addressed.
- To understand the needs of the population experiencing poorer than average access and outcomes from healthcare.
- To connect health care service providers with communities to improve health with focus on the five health inequalities priorities in Core20PLUS.
- To be the voice that identifies barriers and champions change for those experiencing health inequalities.
- To work with service users at place level across the health priorities, and influence where possible a reduction in health inequalities across other locally identified priorities for the group in focus.
- Willingness to attend meetings and contribute to co-design and co-production in the priority areas with local service users bringing direct experience of health inequalities.
- To join up/work in collaboration and assimilate Core20 Plus goals with other community roles such as Long Term Conditions Team, Social Prescribing Link Workers, and Cancer champions.
- Make links with existing groups and networks that may want to be involved including a bottoms-up approach to reducing health inequalities.
- All ARCC employees are expected to contribute to supporting the core business requirements outside of their specific role (as and when required) and contribute to staff away day, meetings and events.

If you have any queries or are interested in the above vacancy please email us at recruitment@arccltd.com with your **full CV** along with a **two page (maximum) cover letter** outlining your experience and plans against the key result areas.

Application Deadline: Sunday 16th April 2023

www.arccltd.com

PERSON SPECIFICATION

Requirements

- Lived experience of an inequality.
- Representative of Asian or minority Ethnic population groups.
- Be willing to be supported and trained in understanding and communicating the Core20 Plus objectives and health interventions.
- Be able to Engage with local health systems and service users.
- Adopt the necessary communication skills that facilitate engagement that enables coproduction of pathways to improve inequalities.
- Use community development and participative practice approach to achieve the aims of the project.

Essential Skills/Knowledge relevant to this role

- Ability to build relationships and work as part of a team.
- Facilitation and presentation skills.
- Good problem-solving skills.
- Good organisational and time-keeping skills.
- Previous experience in an administration, project management, health, and marketing
- Excellent written and verbal communication skills
- Competent in cloud-based filing
- Have a strong and thorough knowledge of researching resources on the internet
- Competent in Microsoft Office Suite (SharePoint, OneDrive, Excel, Word)
- Able to work effectively under pressure and produce quality work with strict deadlines
- Flexible and able to multitask on several different aspects of a project or on multiple projects.
- Have previous experience in delivering health related projects
- Have previous experience of working with marginalised communities
- Be able to work with a diverse range of stakeholders including NHS, CCG, Council, VCS and public.
- Ability to edit, create and extrapolate information from MS Forms
- Very competent in Zoom (zoom polls, sharing screens, extraction of data)
- Competent in Eventbrite (extracting demographic data from registrations)
- Experience with report writing and data analysis for management reporting
- Confident in planning, organising, and facilitating events, both online and in person

Attitudes

- Commitment towards challenging health inequalities in communities.
- Ability to be flexible and to use your own initiative.
- Commitment to personal development and participating in reflective practice.
- Commitment to spending time with others on the project and to work with those in your community.
- Willingness to travel in your local area.

Must haves:

- Consent to DBS check
- Physically able to carry, erect and dismantle a large event equipment, tables, chairs and set up events
- Ability to sometimes work early mornings to set up at events, or in evenings for health webinars.

Other information**Equal Opportunities**

ARCC is an equal opportunities employer. No job applicant or employee will be discriminated against unlawfully on the grounds of race, colour, creed, nationality, ethnic or national origin, sex, marital status or on the grounds of disability or sexual preference.

Selection for training, development and promotion will be based on an individual's ability to meet the requirements of the job and performance in line with policies and procedures.

Equality and Diversity

The postholder is required to promote equality in service delivery and employment practices. All employees must comply with ARCC's equality and diversity policies, procedures and initiatives.

Health & Safety

The post holder must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) and must follow these at all times, including ensuring that they act in line with all policies and procedures at all times in order to maintain a safe environment for clients, visitors and colleagues.

Smoking and Health Policy

ARCC endorses the principle that whether people smoke or not is a matter of personal choice but where they smoke is a matter of public concern. The policy on smoking and health protects non-smokers and requires that Croydon's BME Forum premises are smoke-free.

Confidentiality

The confidential nature of the work means that employees working within the function must maintain the strictest security in relation to documentation and ensure that confidentiality is always maintained in accordance with relevant Data Protection and Association legislation.

The nature of this post is one of continual development and the duties and responsibilities outlined above may change from time to time to reflect the changing needs of the company. The post holder will always comply with ARCC's standards.

To undertake any such duties as are commensurate with the nature of the job and grade to contribute to the performance outcomes.

Safeguarding Children, Young People and Vulnerable Adults

ARCC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken, and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

JOB DESCRIPTION AGREEMENT

The Job Description is not exhaustive and is subject to change considering the service, work, priorities, or requirements. Such change will be discussed and consulted with the post holder. ARCC reserves the right to vary or amend the duties and responsibilities of the post holder at any time in accordance with the needs of the service.

The statements contained in this description, reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required to undertake the role.

It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences, peak work periods, or otherwise balance the workload.

The dated signature of the current post holder is an agreement that the Job Description provides an accurate outline and picture of the job as it currently exists.

Post Holder Name:	
Date:	
Signature:	