

JD and PS for Community Connector JOB Role.

JOB TITLE:	Community Connector
RESPONSIBLE TO:	CEO and Black Country ICB Program Manager
PURPOSE OF JOB:	The role of the Community Connector will be to focus on providing culturally sensitive emotional and practical support to people living with cancer and their carers. The role will also include getting more information out to the community about cancer, its effects and preventions and to collect and report data about the community so it can be used to inform future services.
SALARY:	£25, 480 per annum
HOURS OF WORK:	35 hours per week (open to job share 1 Male and 1 Female £12,740 per annum based on 17.5 hours per week)
CONTRACT:	30 months fixed term

Job description:

The Community Connector will be responsible for the following elements of the project:

- Listening to and consulting with all sections of the local community to gain an understanding of the problems faced by people with cancer and then to work towards finding effective solutions.
- Organise events with people living in the community.
- Develop links and relationships with a wide range of partners from across public, private and third sector organisations, harnessing their commitment and support to generate referrals into the service.
- Recruit, train and support individuals from the community to become volunteers.
- Communicate effectively with a wide range of people to build and sustain effective and positive relationships across public, private, community and voluntary sectors, to develop relationships, and joint working in support of the project.
- Information and data collection for project monitoring and evaluation as required by Macmillan Cancer Support and the Black Country ICB.
- Promote and publicise the project in collaboration with partners, including Community Connectors in other community organisations.
- Ensure the project is delivered as required by Macmillan Cancer Support.
- Host weekly information stalls in community centres, hospitals and places of worship.
- Demonstrate the ability to recognise and respond appropriately when faced with a sudden and acute situation.
- Provide support information on the all-cancers information pathway.
- Communicate and signpost to appropriate needs related information resources.

- Document and monitor all aspects of support and service delivery, supporting data collection for audit.
- Carry out occasional home visits where necessary to provide emotional and practical support and advice.
- Make preplanned telephone calls to people living with cancer to assess ongoing needs.
- Provide basic telephone advice and refer on or signpost to support services.
- Identify indicators of need or changes in need through telephone contact and respond appropriately.
- Act as advocate and facilitator to resolve issues that may be perceived as barriers to care.
- Help people living with cancer and carers to contact health services when they feel that their condition or needs have changed, including what to do out of hours.
- Support people living with cancer to access appropriate information and support, by signposting to a range of support services and take an approach which helps people to self-manage where appropriate.
- Deliver person-centred, self-management information and support.
- Encourage and support active and healthy lifestyle choices.
- Help people living with cancer and carers to understand what signs, symptoms or situations to be aware of that would indicate concern.
- Capture sensitive data and keep record of contact details and case notes in accordance with policies.
- Write progress reports to share with partners and leadership teams.
- To carry out any reasonable duty when required by the CEO.
- Produce quarterly reports for the management committee and other statistical reports/surveys as required.
- Attend quarterly management monitoring meetings.
- To carry out all duties in line with the BIC's policies and procedures
- At all times undertake work in a safe manner, as not to endanger self or others.
- To undertake such other duties as may be required to achieve the BIC's objectives.
- Work proactively and collaboratively with partner organisations involved in the delivery of the project.

Person Specification:

The right candidate for this role will have knowledge and experience in support work. The Community Connector will be able to demonstrate the commitment and cultural sensitivity it takes to working with individuals from ethnically diverse communities. This role is suitable for someone who is empathetic to people living with cancer. Someone who can support clinically vulnerable people with an understanding of how to support them with compassion and sensitivity.

Essential Experience:

- Ability to show empathy and understand the difficulties faced by people affected by cancer.
- Demonstrate experience of managing a case load.

- Demonstrate experience in working with marginalised communities.
- Good communication skills, both written and verbal including the ability to present information clearly.
- Ability to work independently and as part of a team.
- Experience of supporting vulnerable members of society.
- Ability to deal with complex and difficult emotional situations.
- Ability to prioritise own workload.
- Ability to ask sensitively about information needs.
- Flexible attitude to working.
- Accurate written communication of information.
- Experience planning and delivering training and educational workshops.
- Experience of setting up and delivering community support groups.
- Understanding of, and commitment to, equality, diversity, and inclusion.

Essential Knowledge & Skills:

- GCSE English Language and Mathematics (Grades A-C).
- NVQ4 or NVQ3 plus additional training to diploma level equivalent, or equivalent through short courses.
- Collecting and reporting on data.
- Managing sensitive information and following GDPR procedures.
- Interpersonal and communication skills.
- Ability to manage workload and remain calm when under pressure.
- Ability to efficiently organise and manage tasks.
- IT literate and competent in using MS Office packages (Word, Excel, PowerPoint, Outlook, Internet and Data Entry).
- Ability to deal with complex and difficult emotional situations.
- Acts in a mature manner – both personally and professionally.
- Demonstrates enthusiasm.
- Able to travel to different locations for meetings, training and events.
- Ability to work within a team.
- Willingness to undertake Macmillan Cancer Support's and Black Country ICB's learning and development courses.

Desirable:

- Support worker experience.
- Relevant health or social care experience.
- Knowledge of relevant cancer treatments, interventions and terminology.
- Previous work experience in a clinical setting.
- Driving licence and access to own car.
- At least three years of experience working within community organisation/setting.
- At least two years of experience directly working with Asian/Muslim communities.
- Fluent in south Asian languages such as Bengali or Urdu languages.