# JOB DESCRIPTION

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| LEEDS CITY COUNCIL | |
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| **SERVICE:** Communities Team | **GRADE:** C1 |
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| **POST TITLE:** Community Connector | **POST NO** |
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| **POST(S) TO WHICH DIRECTLY RESPONSIBLE:** Community Connectors Co-ordinator | |
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| **POST(S) FOR WHICH DIRECTLY RESPONSIBLE**  No direct line management responsibility. However, the post holder may be required to supervise work where business needs require them to do so. | |
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| **PURPOSE OF JOB**  To work in targeted local communities to engage and support new migrants who are experiencing challenges.  To work with local services to develop good relations and knowledge of the local community and the offer of local services.  To work closely with families and with individuals affected so that local services can agree and action interventions and solutions in partnership. |

**PRINCIPAL ACCOUNTABILITIES**

1. To contribute to Council or partnership programmes that support the delivery of the Council’s priorities to deliver better, integrated, and more responsive and personalised local services.
2. To actively drive continuous improvement initiatives by contributing to cross council projects and collaborative working with partners and directorate teams.
3. To work with Elected Members, partners, service users, and community representatives in ways that are open, inclusive, responsive and accountable.
4. To work as a team for Leeds to achieve excellent outcomes for citizens and aim to be a part of the best council in the UK.
5. To develop and maintain good working relationships with internal and external customers, other stakeholders, and partners underpinned by the Council’s Values.
6. To provide local advice relating to the work of the City to Members and Council officers to manage risk and to support them in their respective roles.
7. To be accountable for the safety of staff, service users and contractors in accordance with legislation and the Council’s Health and Safety Policy.
8. To promote positive solutions to achieving equality and diversity in all aspects of the Council’s service delivery, community engagement, and human resource.

# SPECIFIC RESPONSIBILITIES

1. Tosupport and assist in the delivery of the Community Connectors Project to the Community Connectors Co-ordinator and the Communities Team.
2. To build positive relationships and good knowledge with agencies and local services operating in the area.
3. To build confidence of residents and identify wider issues for signposting and referrals if appropriate, or accompany residents to services to maximise support until such time they are able to independently access services.
4. To use methods of communication for individuals and other residents in order to develop appropriate solutions such as language, cultural understanding and hand holding that are appropriate to the target group, to support engagement.
5. To provide one to one support with families and individuals in conjunction with local services using a strengths based approach which helps to identify their goals and aspirations in order to link them to services and activities.
6. To develop innovative and new ways of working to maximise support and resources.
7. To contribute to collaborative problem solving activities in the local area alongside other area support team colleagues, enabling and supporting local service improvements.
8. To contribute to analysis and evaluation of data and anecdotal evidence and produce reports and information as requested
9. To build an overview of support and services available in the area alongside colleagues to identify gaps and advise the Community Connectors Co-ordinator and partners.
10. To manage a workload of cases.
11. To maintain high standards of confidentiality.
12. To provide an excellent customer service to residents, services and colleagues.

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| LOCATIONThis is a generic post and will be based in our local area offices. | | |
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| **ECONOMIC CONDITIONS** | | |
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| **Grade:** | C1 | |
| **Hours:** | 37 hours per week | |
| **Flexitime:** | The department operates a flexitime system | |
| **Conditions of Service:** | Covered by Conditions of Service agreed under the NJC for Local Government Services staff as adopted or amended by the City Council. | |
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| **PROSPECTS**  **Promotion:** Whilst there is no automatic progression to any more senior posts, opportunities do exist for advancement and promotion, dependent upon normal staff movements and on the capabilities of the individual post holder.  **Training:** The Department encourages training both “in-house” and external to meet the needs of the individual and of the Department. | | |
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| **QUALIFICATIONS**  No formal qualifications are required for this post. | | |
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| **Job Description**  **Prepared by :** Pria Bhabra **Reviewed by: Approved by:** | | |
| This job description is current as at the date shown below. In consultation with the post holder, it is liable to variation by management to reflect or anticipate changes in, or to, the job. | | |
| **Date:** February 2019 | |  |

**Employee Specification**

Detailed below are the type of skills, experience and knowledge which are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

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| **Skills** | **Ess** | **Des** | **MOA** |
| Ability to communicate effectively with a wide range of people including sensitive and complex information.   1. Ability to manage workload effectively 2. Ability to progress identified tasks independently to agreed objectives 3. Ability to deal with customers, colleagues and others professionally and sensitively. 4. Ability to check work produced for quality and consistency. 5. Ability to provide support to the Community Connectors Co-ordinator and other officers 6. Ability to develop productive working relationships and work as part of a team. 7. Ability to handle competing priorities and adapt to changing circumstances and priorities. 8. Ability to provide support for partnerships involving various stakeholders to achieve positive outcomes 9. Ability to use IT | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** |  | **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |

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| **Knowledge/Qualifications** | **Ess** | **Des** | **MOA** |
| 1. Knowledge of the needs and barriers of new and settled communities. 2. Knowledge of the challenges faced by new migrants. 3. Knowledge of migrant terms i.e asylum seeker, refugee, EU National, international student. 4. Good understanding of local government. | ✓  ✓  ✓  ✓ |  | **A/I**  **A/I**  **A/I**  **A/I** |

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| **Experience** | **Ess** | **Des** | **MOA** |
| 1. Experience of communicating effectively with a range of people including public and voluntary and statutory organisations. 2. Experience of volunteering, supporting or working with local communities 3. Experience of responding to customer or community needs for example through signposting and advocacy 4. Experience of organising and prioritising workloads. 5. Experience of local services and support. | ✓✓✓✓✓ |  | A/IA/IA/IA/IA/I |

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| **Behavioural And Other Related Characteristics** | **Ess** | **Des** | **MOA** |
| 1. Willing to abide by the Council’s Equal Opportunities Policy in the duties of the post, and as an employee of the Council 2. Willing to take personal responsibility for, and to implement the Council’s Health and Safety Policy 3. Willingness to work evening and weekends by prior arrangement if required 4. Flexible and adaptable 5. Self-motivated and task/ result focused | **✓**  **✓**  **✓**  **✓**  **✓** |  | **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |

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| **Method Of Assessment (MOA)** | **A = Application Form**  **T = Test**  **I = Interview**  **C = Certificate** |

**Job risk analysis**

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| Recruiting employer | Leeds City Council |
| Department and section | Communities and Environment/Communities Team |
| Post or job title | Community Connector |
| Description of main activities the applicant would be required to undertake | To support and assist in the delivery of Community Connectors Project working across five priority neighbourhoods. The aim is to work with local services to develop good relations and knowledge of the local communities and the offer of local services. In addition to work closely with families and with individuals effected so that local services can agree and action interventions and solutions in partnership. |
| Hours and work pattern | 37 hours full time |

**If the work contains any of these elements it is defined as a PART A ROLE**

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| **Work element** | **YES** | **NO** |
| Work at heights (over 2m) |  | X |
| Work in excessively noisy environments. |  | X |
| Work in unusual environmental conditions, such as confined spaces (where the air does not flow free and fresh or where there may be a build-up of gases, vapours or fumes or the need for the use of breathing apparatus) |  | X |
| Use of tools and equipment associated with hand-arm or whole-body vibration. |  | X |
| Driving Leeds City Council vehicles. |  | X |
| Transporting others (i.e. only those driving HGV’s over 7.5 tonnes, PCV’s, minibuses (requiring MIDAS qualification or DVLA Gp 2) and anyone transporting, as part of their normal duties, more than three persons |  | X |
| Contact with hazardous substances identified as requiring regular health surveillance under COSHH n.b. this includes infectious agents e.g. from bodily fluids, oozes. |  | X |
| Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust. |  | X |
| Work with lead or lead-based products. |  | X |
| Work with, or regularly in, environments where there is likely to be, asbestos containing materials. |  | X |
| Where the role requires an employee to be immunized. |  | X |
| Fieldwork or work in extreme conditions e.g. involving excessive heat, cold, frequently walking long distances over rough terrain in all weather conditions; |  | X |
| Any other occupational hazards or comments relevant to this post (state): |  | X |

**All other roles are defined as Part B. Please indicate if the work involves any of these elements.**

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| **Work element** | **YES** | **NO** |
| Face to face contact with the public or service users | X |  |
| Working in isolation or lone working | X |  |
| Work with electrical wiring |  | X |
| Work where there may be occupational exposure to bodily fluids (all reasonable control measures will have been identified and implemented). N.B. if the risk assessment identifies that immunization is required, this should be classed as a Part A role. |  | X |
| Work that may bring the employee into contact with rodents or other animals or livestock N.B. if the risk assessment identifies that immunisation is required, this should be classed as a Part A role. |  | X |
| Manual handling or moving and handling (i.e. other than routine office lifting and carrying). |  | X |
| Working with vulnerable service users. |  | X |
| Work with repetitive movements or forced posture. |  | X |
| Work as a regular display screen user. | X |  |
| Work involves the preparation or handling of unwrapped foods, to be consumed without further cooking e.g. sandwich preparation. |  | X |
| General office-based activities. | X |  |
| Driving own vehicle on council business. - potential |  | X |
| Any other occupational hazards or comments relevant to this post (state): |  | X |

**N.B. Appropriate control measures for these identified hazards will have been identified and implemented.**

**This post is classified as a Part B role**