

Job Profile

Position Details	
Post	Connected Communities Hubs Coordinator
Service Area	Adults and Health Directorate
Reports to	Programme Lead Connected Communities
Grade	PO4
Job Family	To be completed by HR

Role Purpose
<p>Connected Communities is a new interim prevention and early intervention service in which the principle aim is to support Haringey residents with low level complex needs that do not meet statutory thresholds. The service supports people by providing access to a multi-disciplinary team of professionals as part of an early intervention strategy of support.</p> <p>The service offer, in addition to positively affecting outcomes is designed to go some way to reduce demand into more costly statutory services and is aligned to Haringey's Borough Plan.</p> <p>The service offer builds a 'wrapper of support' around a family or individual by agreeing, with their consent, an appropriate action plan, and to then track this plan to assess outcomes, which with appropriate management and monitoring means cases do not escalate.</p> <p>The Key role and purpose is:</p> <ol style="list-style-type: none">1. To ensure all operational aspects of the community first hubs run effectively with the outcomes aligned to the principles, aims and objectives of Connected Communities.2. To build, guide and support the multidisciplinary team within the hub and develop effective working relationships with key partners and stakeholders3. To provide line management, supervision and mentoring to the multi-disciplinary team and undertake all performance management duties4. To adopt new ways of working and work flexibly across a range of service needs and locations5. To demonstrate the values of Haringey Council in everything you do.

Main Duties & Responsibilities

Main duties and responsibilities are intended to be a guide to the range and level of work expected by the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. To manage and lead staff in creating a welcoming safe and secure hub environment that is accessible to all providing the highest standard of customer service
2. Build effective relationships with internal and external partners and work closely and collaboratively with local community and voluntary sector groups both across the borough and within the locality
3. Be the main contact for the team, customers and partner agencies and act as an ambassador for Community First, providing timely response to enquires and issues as they arise
4. Have a sound knowledge of Borough wide services and networks and ensure that the team are kept up to date with developments within the Borough
5. Have complete understanding and awareness of Haringey Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence
6. Ensure that there is operational presence, co-ordination and capacity across the hubs and work with partners to resolve issues as they arise
7. Coordinate the triage process ensuring that all customers who may benefit from Community First are identified at the earliest opportunity, immediately remedy poor systems and performance issues
8. Support the team to manage their case loads and ensure that the different packages of interventions are undertaken in a timely and effective manner
9. Provide case management advice and ensure that those customers who require additional support are appropriately 'stepped up' or 'stepped down' to alternative services
10. Facilitate team meetings, staff briefings and effective communication with external and internal partners to ensure that lessons are learnt, and good practice shared through the applied learning
11. Act as a positive role model for the team by demonstrating Haringey's values.
12. Understand the effects of discrimination and exclusion of certain groups of service users and employees and demonstrate an ability to eradicate that discrimination through the promotion of inclusion and equality of opportunities.
13. Provide and present written and verbal reports, performance indicator attainment, customer journeys and activity data to key stakeholders within a range of forums and ensure that regular lessons learnt are captured and communicated appropriately
14. Oversee the collection of key data, outcomes and cost avoidance opportunities activity within the hubs and ensure that information is relevant, up to date and easily accessible
15. Working closely with central Business Intelligence team to ensure all new propositions, financial bids for funds and possible resident's campaigns are developed collaboratively. Undertake impact assessments with service delivery, partners and finance prior to implementation to ensure that they are executed effectively

16. Due to the nature of the role there may be the requirement to work core hours across an extended week

Additional Duties:

1. Understanding, knowledge and ability to follow guidelines that ensures compliance with Health and Safety at Work, Data Protection and other statutory requirements.
2. Understanding and commitment to promoting and implementing the Council's Equal Opportunities policies
3. Knowledge and experience of using ICT systems to improve productivity, support case management, support decision making and reporting activities
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
5. Support the Community First as a programme stakeholder contributing to programme led initiatives and decision-making as appropriate to support the future design of the service

Person Specification

Post:	Connected Communities Hub Co-ordinator
Grade:	PO4
Responsible to:	Programme Lead Connected Communities
Responsible for:	Overseeing all operational aspects of the Community Hubs and outreach support aligned to the hubs within the locality

Knowledge, Qualifications, Skills and Experience

Essential or
Desirable

1. Experience of managing, supporting and developing a team within a front-line service context	E
2. Detailed knowledge and understanding of legislative and contextual framework affecting the work of the team	E
3. Experience of providing advice and guidance to vulnerable individuals and families	E
4. Experience of supervision and performance management	E
5. Excellent interpersonal and communication skills and the ability to motivate and lead others	E
6. A successful record of engaging with a wide range of internal and external stakeholders	E
7. Ability to manage performance effectively, motivate staff and provide excellent leadership	E
8. Ability to respond to challenging situations in a calm and confident away	E
9. Ability to oversee the effective working relationships of external partners and ensure that pathways and processes are adhered to and adjusted accordingly	E
10. Good working knowledge of IT systems and the ability to present activity data to a range of forums	E
11. Experience of working with a range of partner organisations in successfully delivering services, including Council services, the voluntary and community sector and health and statutory partners	E
12. Excellent organisations skills and the ability to effectively prioritise within a challenging environment	E
13. Experience of working with people from a diverse background in a demanding front line service environment	E
14. Experience of providing outcome focused support to individuals and families	E
15. Ability to understand the needs of customers and a diverse community and a commitment to securing the best possible outcomes for them	E
16. Ability to identify opportunities and initiatives to develop and enhance the operational aspects of the Community Hubs	E
17. Proven ability to proactively work flexibly on own initiatives under pressure and to tight timescales	E
18. Good organisation skills and ability to deal effectively with conflicting priorities in a busy unpredictable environment	E
19. Experience of working in a confidential manner with sensitivity and discretion	E
20. An ability to promote a maximising independence ethos within the team which identifies and builds upon strengths of service users, their families and community resources to enable independence to be maximised at each stage of the process.	E
21. An ability to identify opportunities for improvement and collaborate and cooperate with other agencies as part of a 'one system' approach to maximise independence.	E
22. Proficiency in the use and understanding of IT and Information Management and data protection legislation.	E

Main Contacts
<u>Main Contacts:</u> <ol style="list-style-type: none"> 1. Customers 2. Customer Services and Library Staff 3. Council departments e.g. Adult Social Care, CYPS, Council Tax 4. Homes for Haringey 5. Health Care Professionals including Primary and Secondary Care 6. DWP

7. Police
8. Voluntary Sector Organisations

Additional Information

Please complete the additional information as fully as you can.

Supervision / Management of People				
Please indicate which group best describes the total number of staff the post holder is responsible for:				
None	Up to 5 staff	6 to 15 staff	16 to 49 staff	50 plus staff
		x		
Are the staff based at the same work location?				No
Will the post holder be responsible for contract / agency / project staff?				Yes/No

In the normal course of their duties would it be reasonable to expect the job holder to undertake, or be involved in, any of the following on a regular basis.

If Yes, please provide an estimate of the % of their working day this involves.

Work Environment					
Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Office duties.	Yes	60%	Use of a computer.	Yes	70%
Audio typing.	No		Crisis or conflict situations.	Yes	30%
Walking more than a mile.	No		Manual handling.	No	
Working alone or in isolation.	No		Working in confined spaces.	No	
Driving a car, van or minibus.	No		Preparing or serving food.	No	
Exposure to infectious diseases, e.g. Tuberculosis (TB) or Hepatitis B.	No		Working in awkward positions, e.g. stooping, bending, reaching.	No	
Exposure to substances hazardous to health, including lead, asbestos or radioactive substances.	No		Operating heavy or hazardous machinery including forklifts, diggers or cranes.	No	
Regular and repetitive movements.	No		Working shifts / unsocial hours, nights.	No	
Outdoor work involving uneven surfaces.	No		Standing or sitting for prolonged periods.	No	

Activity	Yes/No	% of working day	Activity	Yes/No	% of working day
Working shifts / unsocial hours / nights.	No		Working at heights / on ladders, roof work.	No	
Teaching, or responsibility for, children.	No		Outdoor work involving extremes of temperature.	No	
Electrical hazards.	No		Control and restraint.	No	

Resources – identify & list personal and identifiable accountability for physical and financial resources including those of clients:
N/A
Cash/Financial Resources - Is the post personally and identifiably accountable for the accurate handling / security of cash and cheques? If yes, specify the average amount controlled at any one time and the nature of the accountability:
N/A
Plant/Equipment - is the post personally accountable for the proper use / safekeeping of plant / equipment? If yes, please indicate the type(s) of plant/equipment and the nature of the accountability:
N/A
Stocks/Materials - Is the post personally accountable for materials / items of stock? If yes, please indicate the type and approximate value and the nature of accountability:
N/A
Data Systems - is the post personally accountable for the use, manipulation and safekeeping of data systems whether manual or computerised? If yes please indicate the type of system(s) and the nature of the accountability, whilst explaining the importance of the data systems to the Council's operations:
Yes
Buildings - Is the post personally accountable for the proper use and safekeeping of buildings? If yes please indicate the type of building(s) concerned and the nature of the accountability:
N/A