

Job Profile

Position Details	
Post	Connected Communities Hub Support Worker
Service Area	Adult and Health Directorate
Reports to	Connected Communities Hub Co-ordinator
Grade	PO1
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 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 provide advice, guidance and support to Haringey Residents who present within Connected Communities and other community settings as part of a multi-disciplinary team 2. To support people to identify solutions using agreed recording tools and conversation techniques to help them address their needs, make connections and meet their own outcomes 3. To act as liaison between Connected Communities Hub and other agencies including customer services, commissioned service providers, statutory, voluntary and community networks on case work 4. To adopt the Connected Communities ways of working and work in a flexible way across a range of areas as directed 5. To demonstrate the values of Haringey Council in everything you do.

Main Duties & Responsibilities
<p><i>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.</i></p> <ol style="list-style-type: none"> 1. Provide information, advice and guidance to people in community settings on issues relating to their presenting needs 2. To work collaboratively within a multi-disciplinary / agency environment to support people and their families to achieve the best outcomes and assist them to access information through a variety of means

3. To build a trusting relationship with individuals and families to help support them to identify tasks to help them achieve best outcomes
4. Identify those people who require additional support and help them make connections with statutory, voluntary and community agencies
5. Build a good understanding of Borough wide services and networks to help support people to access appropriate resources and maximise opportunities
6. Work with colleagues (internal and external) to contribute to effective joint working practices / integrated services to improve outcomes and maximise independence.
7. Work with internal and external partners (housing, public health, voluntary sector etc) to provide holistic and joined up service provision for residents in Haringey.
8. Accompany people when required to attend relevant appointments to help resolve their problems at the earliest opportunity
9. Undertake home visits if required and when it is safe and reasonable to do so
10. Develop and maintain collaborative and effective working relationships with colleagues across a wide range of organisations
11. Have a thorough understanding and awareness of Haringey Council's policies and procedures for safeguarding children, vulnerable adults and people affected by domestic violence
12. Act as a positive role model within the team by demonstrating Haringey's values.
13. Maintain administrative records and ensure that proper case records and case management systems are maintained in a timely manner
14. 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.

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 IT
4. To undertake any other temporary responsibilities aligned with the overall purpose and grade of the role.
5. Due to the nature of the role you may be required to work your core hours across an extended week

Person Specification

Post:	Connected Communities Hub Support Worker
Grade:	PO1
Responsible to:	Connected Communities Hub Co-ordinator
Responsible for:	Providing advice guidance and support to people within a community setting to help resolve their problem and prevent them from escalating

Knowledge, Qualifications, Skills and Experience	Essential or Desirable
1. Detailed knowledge and understanding of legislative and contextual framework affecting the work of the team acquired through experience in relevant / specific field	E
2. Experience of working with vulnerable individuals and families	E
3. A successful record of engaging with a wide range of internal and external stakeholders	E
4. Experience of working with people from a diverse background in a demanding front line service environment	E
5. Excellent interpersonal and communication skills	E
6. Ability to inspire and to foster enthusiasm and innovation both internally and externally across stakeholder groups	E
7. Experience of providing outcome focused support to individuals and families	E
8. Ability to understand the needs of customers and a diverse community and a commitment to securing the best possible outcomes for them	E
9. Proven ability to proactively work flexibly on own initiatives under pressure and to tight timescales	E
10. Good organisation skills and ability to deal effectively with conflicting priorities in a busy unpredictable environment	E
11. Experience of working in a confidential manner with sensitivity and discretion	E
12. Ability to mentor and support and upskill colleagues in your specific area of expertise	E
13. An ability to promote a maximising independence ethos for customers 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

14. 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
15. Proficiency in the use and understanding of IT and Information Management and data protection legislation.	E
16. Ability to work cooperatively as part of a diverse team	

Main Contacts
<p><u>Main Contacts:</u></p> <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 <p><u>Other Information:</u></p> <ol style="list-style-type: none"> 1. This position requires the postholder to undergo a DBS (Disclosure and Barring Service) check.

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.	Yes	20%	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