



## Wellbeing Exeter Community Connector: Job Description

**Job Title:** Wellbeing Exeter Community Connector

**Responsible to:** Line Manager

**Salary:** £15,378 (22,614 FTE)

**Hours:** 25 hours per week

**Contract:** Fixed term until 31<sup>st</sup> August 2023

**Job Purpose:** To work alongside individuals in Exeter from Black, Asian and Minority Ethnic communities, providing them with person centred and holistic support and connections to improve their health and wellbeing.

### **Overview of Wellbeing Exeter:**

Wellbeing Exeter is a partnership of public, voluntary and community sector organisations working together to provide the firm foundations for individuals and communities to promote and improve their own health and wellbeing. We recognise that communities, and the relationships that make them, are vital to creating and sustaining health and wellbeing and we put connecting, supporting and strengthening communities at the heart of our work.

The programme offers a range of community-based options to individuals and communities, reducing the need for statutory care services now and into the future. Currently a collaboration of nine organisations, the programme offers Community Connecting (“social prescribing”) for adults, families and young people in combination with Community Building, alongside a focus on being active as one route to improved health and wellbeing. Our work is informed and framed by the 5 Ways to Wellbeing (Five Ways to Wellbeing) and takes an asset-based approach (Asset Based Community Development (ABCD) ) to working with individuals and communities.

### **Community Connector role:**

Inclusive Exeter is one of a group of voluntary / community sector organisations providing and hosting the Community Connector role for Wellbeing Exeter. Currently, this involves staff from GP practices and other healthcare professionals, making referrals to the Wellbeing Exeter Single Point of Referral for people who

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they think could benefit from the support available in the community and voluntary sector. The Wellbeing Exeter programme is available to adults aged 18 and over, Young People (11+) and Families. For the purpose of this role, we will be working to develop new referral routes to ensure this offer is available and accessible to those in the city from Black, Asian and Minority Ethnic backgrounds.

Referrals are allocated to Community Connectors who meet with the person and talk with them about their life, interests and the barriers they face. It is the Community Connector's role to listen to and understand the person's circumstances, work alongside them to build on their interests and to find out what's out there that that might enrich their life while overcoming barriers. For example, it might be about introducing people to social or exercise groups or activities or about helping people to access information, services and advice. The goal of Community Connecting is always for the work to have longevity and be something that can continue long after the work with a Connector has finished.

### **Job Description:**

1. To empower participants, encouraging a person-led and strengths-based approach. The Connector role will involve:
  - Engagement with participants in a non-judgemental and holistic way (looking at social, physical, emotional and practical strengths and barriers), working together to identify priorities, set actions and goals.
  - Active listening, motivational interviewing and mapping of a person's assets, drawing out motivations, strengths and passions.
  - Meeting with people in a variety of settings, including community centres, people's homes or other appropriate settings.
  - Research to explore possible opportunities for participants, being creative and thinking outside the box where needed.
  - Support people, in a time-limited, action focused way, to engage with activities in their local community in order to reduce isolation and to improve health and wellbeing. This might include connecting them to a local social or activity group, exploring debt support to help reduce anxiety, connecting to practical support to ensure they are safe in their home, or introducing them to their local Community Builder.
  - Accompanying people where appropriate to groups, services, appointments and meetings to ensure best possible outcomes and supporting them to make sustainable changes.
2. To respond to and manage Wellbeing Exeter referrals by following referral, consent and review processes and keep and maintain accurate and confidential records of all work undertaken, in line with agreed processes and systems.
3. To collect and maintain monitoring and evaluation data and information as specified and to complete all reports as requested. Contribute to the ongoing monitoring and evaluation of Community Connecting and the wider programme, including by the completion of participant questionnaires and identifying and writing regular case studies.

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4. Participate in peer-to-peer support, learning and development and contribute to the wider work of Wellbeing Exeter as appropriate.
5. To help raise awareness of Wellbeing Exeter where possible in order to in promote and elicit appropriate referrals to the programme, including working with Inclusive Exeter and the Exwick Community Centre to promote Wellbeing Exeter to Black, Asian and Minority Ethnic groups and communities across Exeter.
6. To maintain an up to date working knowledge of the support and activities available to people from within the community, voluntary sector and statutory sector; in order to effectively introduce people to appropriate service/s, activities or sources of support.
7. To identify gaps in health, wellbeing and community provision, linking to the Wellbeing Exeter Co-ordination team, Community Builders and Community Physical Activity Organisers as appropriate.
8. To work closely and collaboratively with the Wellbeing Exeter Coordination Team on all relevant aspects of the role.
9. To support and engage with effective communication across Wellbeing Exeter, including with the larger team of Community Connectors and their employing organisations, the Community Builders, the Community Physical Activity Organisers, the Wellbeing Exeter Coordination Team and referrers. Work collaboratively as a member of your host organisation in order to deliver the agreed Wellbeing Exeter outcomes.
10. To attend any GP Practice, Cluster, Community Health & Social Care Team (CH&SCT) or other multi-disciplinary team meetings where requested.
11. To attend and actively engage with Wellbeing Exeter induction / training / meetings/ activities / presentations as required and actively promote and participate in collaboration, learning and knowledge sharing across Wellbeing Exeter.
12. To ensure relevant policies, procedures and good practice guidelines are followed in line with Wellbeing Exeter's requirements and to meet Inclusive Exeter's legal and contractual obligations, and to deliver the agreed programme standards. Including but not limited to, safeguarding, data protection and equality and diversity.
13. To participate in supervision with the line manager and in yearly appraisals and be responsible for your own personal learning and development.
14. To take on any other reasonable duties as directed.

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## Person Specification

	Experience and knowledge	Essential (E) or Desirable (D)
1	Experience of working with individuals and of using a holistic, person- centred approach. Able to encourage people to identify goals, make changes and recognise progress.	E
2	Experience in building positive working relationships and representing your role and organisation across a variety of sectors.	E
3	Experience of researching and maintaining a working knowledge of the support and activities available to individuals both locally and nationally.	E
4	Experience in maintaining confidentiality and an understanding of data protection and privacy and how to effectively implement these principles when working with individuals.	E
5	Experience of managing a caseload (referrals) planning strategies for action, prioritising and meeting goals in an organised manner with minimal supervision.	E
6	Experience and ability to motivate, encourage and support people, advocate on their behalf where necessary and assist people to make empowered and informed choices.	E
7	Ability to work professionally and maintain boundaries, whilst showing empathy in complex and emotional situations.	E

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<b>8</b>	Experience of working with individuals from Black, Asian and Minority Ethnic backgrounds in a support and/or community setting and/or experience of working in a support/community role within a multicultural setting.	<b>E</b>
<b>9</b>	An understanding of working in a diverse setting and ability to challenge prejudice, discrimination and abusive practices so all people feel safe, included and valued within their own and the wider community.	<b>E</b>
	<b>Skills</b>	
<b>1</b>	Excellent communication and interpersonal skills (including active listening and rapport building) with the ability to communicate effectively with a wide range of people across all backgrounds and ages, both verbally and written.	<b>E</b>
<b>2</b>	Ability to build positive, supportive and professional relationships, working collaboratively with peers across a variety of organisations.	<b>E</b>
<b>3</b>	Awareness of and openness to cultural sensitivities and differences in society. Open-minded and respectful of the positive characteristics of the communities they will be working with.	<b>E</b>
<b>4</b>	Awareness of health inequalities, the factors that can contribute to these and how these can be experienced by people from Black, Asian and Minority Ethnic backgrounds.	<b>D</b>
<b>5</b>	Ability to manage own personal development, reflect on own practice and to promote and share knowledge and learning with colleagues.	<b>E</b>
<b>6</b>	Good IT skills, including use of systems such as Outlook and experience of using databases and applications to manage and record work.	<b>E</b>

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<b>7</b>	Ability to follow programme processes and procedures, including keeping accurate records and collecting data using specified systems.	<b>E</b>
	<b>General</b>	
<b>1</b>	Self-motivated, able to work on own initiative, manage own workload as well as collaboratively and be supportive of peers.	<b>E</b>
<b>2</b>	Understanding of the role and purpose of a Community Connector.	<b>D</b>
<b>3</b>	Commitment to Equal Opportunities and Diversity and able to apply them effectively in own work.	<b>E</b>
<b>4</b>	Understanding and commitment to safeguarding and able to implement relevant procedures in own work.	<b>E</b>
<b>5</b>	Working knowledge of the geographical area, around Exwick and Exeter in general.	<b>D</b>
<b>6</b>	Car driver with own transport and a full, clean driving licence and/or able and willing to travel within Exeter by other means.	<b>E</b>

**Closing date: 10am on 11th October**

Interviews are planned for the week beginning 18th October. Interviews will be held in person subject to Covid-19 restrictions.

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