

WILTSHIRE CENTRE FOR INDEPENDENT LIVING JOB DESCRIPTION

Job Title: Community Connector

Location: Locality Base – Mere Surgery, Dark Lane, Mere, Warminster BA12 6DT

Please note: This job will be predominantly based in the Sarum West locality.

Head office - Wiltshire Centre for Independent Living, 11 Couch Lane, Devizes, SN10 1EB

Hours: 35 hours per week

Salary: £26,390

Duration: permanent

Overall Objectives

The Community Connector will:

- Provide one to one support to people out and about in the community.
- Encourage the use of various choices of support, including community resources, to help people plan and manage their health and wellbeing and lead a full independent life.
- Listen to and support people to encourage discussion about their unique set of skills and strengths in order to develop a good and creative plan that suits their lives.
- Work with your team, Sarum West PCN (GP practices), Wiltshire CIL colleagues and the VCSE to ensure a joined-up approach to delivery on behalf of the person.

Main Tasks and Duties

Duties include:

The role includes assistance with:

- Asking people what their good life looks like and working alongside them so that they can start living it
- Encouraging people to identify their strengths and skills and nurturing them
- Finding ways in which people can get the right resources to support them to live well
- Supporting people to develop good relationships
- Developing a culture in which the person is empowered to take the lead role.
- Finding ways to bring people and communities together
- Providing the evidence to show how we work, this includes creating stories

The Connection Worker's role requires they:

- *Are independent* - Independence is a characteristic that makes the role distinctive and valuable. The worker is person-centred and community-centred, with a perspective that values and respects the person, their networks, and their experiences.
- *Are professional in a positive sense* - The worker should provide help that is task focused and based on the requirements of the person they are assisting. It should be efficiently and honestly delivered with the worker remaining accountable to the person. Equally, workers should avoid the negative characteristics that are sometimes associated with professionals. They work alongside the person and should not judge people or their plans or make decisions that individuals are entitled to make themselves. Wherever possible the worker should share information and skills so that the individual's ability to complete tasks for themselves is increased, not diminished.
- *Work to the requirements of each individual* - Within the overall scope of tasks which fall within the worker's role, s/he should deliver support only with those tasks specified by the individual and on the terms specified by the individual.

- *Work on the basis of a person-contractor relationship* - Identifying the relationship of the worker to the individual as that of a contractor to their person, acknowledges the reality that the worker is delivering a time limited service.

General:

The post holder will contribute to the overall objectives and ethos of Wiltshire CIL:

- To maintain and develop the administrative procedures of the service.
- To maintain effective working relationships in order to develop joint planning and working together for the good of the service.
- To produce quarterly reports as requested by the Manager.
- To maintain a work plan in agreement with the Manager.
- To be responsible for updating and keeping abreast of all issues relevant to the service and the effects of these on the users of the service.

Wiltshire CIL's staff are expected to work on their own initiative and to be able to plan and prioritise their own work

Wiltshire CIL's staff operates as a team and, from time to time, at the discretion of the CEO, it may be necessary for staff to assist each other in their roles. A collective approach to work is, therefore, essential although members of staff have their own specific areas of responsibility.

PERSON SPECIFICATION

Knowledge and Experience	Essential	Desirable
Understanding of and commitment to the principles of independent living, the social model of disability and the empowerment of individuals	✓	
Understanding of and commitment to the strengths-based approach		✓
Understanding of the principles of Wellbeing		✓
Understanding of how to enhance personal motivation		✓
Experience of providing information, support and independent advice on a one-to-one basis		✓
Personal experience as a disabled person, or of the barriers faced by disabled people		✓
Personal experience of community involvement		✓
Skills and Abilities	Essential	Desirable
Ability to listen to people without making judgement	✓	
Ability to build a good rapport with people to enable them to develop their thinking around their own strengths and assets	✓	
Ability to establish empathetic and productive relationships with individuals	✓	
Ability to motivate people to think positively about their life and explore opportunities to enhance it	✓	
Enthusiastic, self-motivated and used to working on own initiative	✓	
Excellent interpersonal and communication skills, both written and verbal, and ability to interact effectively with people at all levels	✓	
Flexible thinking; able to use initiative to work in creative ways	✓	
Excellent facilitation and negotiation skills	✓	
Works concisely to a high level of accuracy and displays attention to detail		✓
Excellent working knowledge of Microsoft Office applications		✓
Ability to prioritise a complex workload and meet tight deadlines		✓
Can demonstrate personal accountability, emotional resilience, and ability to work well under pressure	✓	
Ability to identify risk and assess/manage risk when working with people	✓	
Shows a flexible attitude to team roles and work effectively within a team to meet shared objectives	✓	
Shows initiative and creativity to resolve complex issues	✓	
Knows when to seek and make positive use of support, guidance and supervision	✓	
Works with an attitude of continuous self-improvement	✓	

Wiltshire Centre for Independent Living Application for Employment Notes for Guidance

These guidance notes are designed to assist you to complete the attached application form. Please read this guidance carefully before you complete the form. All recruitment documents and correspondence can be provided in alternative formats – if you require an alternative format, please call us on 0300 1233 442 (Option 3).

Introduction

Before completing the application form, make sure you have read through the job description and any accompanying information carefully. The information you provide will be used to decide whether you are invited to interview.

All applicants should complete the application form; CVs will **not** be accepted. Applications received after the closing date will also not be accepted, regardless of when the form was signed.

Personal Details

Please ensure that you give us your current address and telephone number(s). If you provide your email address, it will only be used for recruitment correspondence; it will not be used for marketing purposes.

If you are invited to interview, you will be required to provide certain documentation to demonstrate that you are entitled to work in the UK e.g. a valid passport, a birth certificate issued in the UK or Ireland, a P45, a P60, or a formal document showing your National Insurance number.

Job Sharing

Wilts CIL operate a job sharing policy, and all jobs are eligible. A request to job share will not affect your application.

Rehabilitation of Offenders

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, as amended, applies to some posts within Wilts CIL. Successful applicants for specific posts will be required to submit to a Disclosure Application, the results of which might impact on your suitability to work in a particular job. The Terms and Conditions of the post will tell you if the above applies.

Declaration

Applicants are reminded that all information contained in the form must be true and correct to the best of your knowledge. Any false information or omissions may lead to summary dismissal. By signing and dating this section, you are agreeing that you understand how Wilts CIL will use the information you have provided and you are also giving your consent for Wilts CIL to do this.

Qualifications and / or Training

Refer to the job description and list any qualifications, training or courses etc. from school, further education or elsewhere, which are **relevant** to the job. Please also list any qualifications you are working towards.

Membership of Professional Institutes

Refer to the job description and if it is necessary for you to be a current member of a professional body, please indicate your current membership status.

Present Employment

This section is to provide details of your current employer, or, if you are not working at present, your most recent employer. You should provide brief details of this position, with an emphasis on those areas most relevant to the job applied for.

Previous Employment

Please list here, in date order with the most recent first, brief details of your previous employment history. Include any periods of vacation or voluntary work, especially where you feel this is relevant to your application. Please account for any gaps in your employment history.

Relevant Skills, Experience and Abilities

Before completing this section, please read and consider the job description, person specification and any other details about the post again. You should explain here the skills, abilities, knowledge and experience you have, giving examples of how these demonstrate your ability and aptitude for the post. You can give examples from previous posts (paid or unpaid) you have held, your leisure interests or from your life experiences. **Your responses in this section should be numbered in line with the person specification.**

Continuation sheet

Use this sheet to continue your answer from section J, or to add any further relevant information to support your application.

References

Provide details of two referees, one of whom should be your present / last employer. If you are a school leaver, or have been out of employment for some time, a reference from a person who can comment on your abilities in relation to the job would be acceptable. References from colleagues, relatives, partners, or friends are generally not acceptable.

Access Requirements

If you require any particular equipment or access arrangements for an interview, or to undertake this post if your application is successful, or for any other part of the recruitment process, it is important to complete this section with as much detail as possible in order that we can make appropriate arrangements.

Recruitment Charter

We are committed to achieving high standards of quality in recruitment, to ensuring that our appointments are made solely on the basis of merit and that you are treated in a fair and equitable manner.

- When you request a recruitment pack, it will be sent out to you by the end of the next working day.
- The information you provide will be treated in confidence and with discretion.
- We will normally advise you within two weeks of the closing date if you are not selected for interview.
- We will normally advise you within two weeks of the closing date if you are invited to interview.
- We will normally give you at least one week's notice of the interview, and we ask that you confirm that you are able to attend. If you are unable to attend on the day or at the time requested, we will try, where possible to make alternative arrangements.

- The selection process will be conducted in a professional manner and we shall provide you with sufficient information to enable you to make an informed choice regarding the position applied for.
- If you are successful, we will advise you as soon as possible. Written confirmation will normally be made within two weeks of the interviews.
- If you have been unsuccessful at interview, we will normally advise you, in writing, within two weeks.
- On request, we will give you constructive feedback on your interview.

WILTSHIRE CENTRE FOR INDEPENDENT LIVING

PRIVACY NOTICE - Job Applicants

Introduction

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession.

Wiltshire Centre for Independent Living (Wiltshire CIL) holds and processes personal data in accordance with all current legislation relating to data protection and complies with the Data Protection Act 1998 and the General Data Protection Regulation 2016/679 (the "GDPR").

Wiltshire CIL takes its responsibilities for your personal data seriously and ensures that any personal information collected and used is done so proportionately, correctly and safely.

Wiltshire CIL is registered as a Data Controller with the Information Commissioner's Office (ICO).

As part of any recruitment process, Wiltshire CIL collects and processes personal data relating to job applicants. Wiltshire CIL is committed to being transparent about how it collects and uses that data and to meeting its Data Protection obligations.

What information we collect

We collect a range of information about you which includes:

- Your name, address and contact details, including email address and telephone number.
- Details of your qualifications, skills, experience and employment history.
- Information about your current level of remuneration including benefit entitlements.
- Whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process; and
- Information about your entitlement to work in the UK

We may collect this information in a variety of ways, e.g. data may be contained in an application form, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

We may also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer to you has been made and will inform you that we are doing so.

Data will be stored in a range of different places, including on your application record. These records may be both manual and electronic (i.e. email).

Why we process personal data

We need to process data to take steps at your request prior to entering into a contract with you. We may also need to process your data to enter into a contract with you.

In some cases, we need to process data to ensure that we are complying with legal obligations, e.g. it is mandatory to check a successful applicant's eligibility to work in the UK before employment starts.

Wiltshire CIL has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows us to manage the recruitment

process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. We may also need to process data from job applicants to respond to and defend against legal claims. Wiltshire CIL may process special categories of data, such as information about ethnic origin, sexual orientation or religion or belief, to monitor recruitment statistics. We may also collect information about whether or not applicants are disabled in order to make reasonable adjustments for candidates who have a disability. We process such information to carry out our obligations and exercise specific rights in relation to employment.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the recruitment team, interviewers involved in the recruitment process, and certain managers.

We will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. We will then share your data with former employers to obtain references for you, and background check providers (Disclosure & Barring Service) to obtain necessary background checks if relevant to your role.

How we protect data

We take security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties.

How long we keep data

If your application for employment is unsuccessful, Wiltshire CIL will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period your data is deleted and/or securely destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your HR file (electronic and paper based) and retained during your employment. The periods for which your data will be held will be provided to you in a new privacy notice.

Your rights

As a data subject, you have a number of rights:

- Access and obtain a copy of your data on request
- Require the organisation to change incorrect or incomplete data
- Require the organisation to delete or stop processing your data, for example where data is no longer necessary for the purposes of processing; and
- Object to the processing of your data where Wiltshire CIL is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact the Data Protection Officer, Wiltshire Centre for Independent Living, 11 Couch Lane, Devizes, Wiltshire SN10 1EB, 0300 1233 442

info@wiltshirecil.org.uk If you believe the organisation has not complied with your data protection rights, you can complain to the Information Commissioner: <https://ico.org.uk/concerns>

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Wiltshire CIL during the recruitment process. However, if you do not provide the information we may not be able to process your application properly, or at all.