

Role description

Community Circles Connector



Our purpose is to do everything we can to help people live well at home, and be part of their community.

To be part of a Wellbeing Team means working in ways that are shaped by six core values:

Compassion Responsibility Collaboration Curiosity Creativity Flourishing

The Community Circle Connector role helps us to live these values through helping people co-design the support they need to live well and helping people to connect to their community through Community Circles.

Why is this role important?

We believe that loneliness should not be an inevitable consequence of getting older; that people can live well at home and be contributing members of their community.

We are contributing to this through the role of the Community Circle Connector. They work as part of the Wellbeing Team, and ensure that everyone we support also has a Community Circle. A Circle involves people who the person loves, their friends and neighbours or people in the wider local community, who can give their time and ideas to help the person achieve the things they want in life. The Community Circle complements and enhances the support the person gets from their Wellbeing Workers, and is the first contact with people we support. Where people are lonely and isolated, we start by connecting people and building a circle that way.

What is the essence of the role?

You are part of the Wellbeing Team, and you organise and are part of the initial conversation we hold with the person to learn about them, what matters to them, and their priorities and assets – and, together with the person's Wellbeing Worker, you will support them to design their service and the purpose of their Community Circle. We train you to be a 'Trusted Assessor', to be confident in co-designing support with people.

The essence of the role is to enable a Community Circle to be created around each individual. You make sure that people are connected to what their community has to offer, and are involved and contributing as much as they want to. You also make sure that the community knows about Wellbeing Teams and Community Circles. You find, train and support volunteer facilitators and match them to the person, and help support the Community Circle to get going. You provide ongoing support to Community Circle facilitators, and evaluate progress together with the person. The Community Circle Connector is also part of the Wellbeing Support Team, with the Practice Coach and Team Coach.

What are the specific expectations of the role? What would you actually do?

1) Know the community that you work in, and deliver a communication plan to enable the community to know about Wellbeing Teams and Community Circles. You are the go-to person for what is happening in the community, and you support the Wellbeing Team and Circles to make sure that people are as involved as they can and want to be. You are also the person who makes sure that local people and organisations know about us, through co-developing and implementing a communication strategy. This includes using social media. You don't need experience of developing community communication strategies; we will support you to do this, and to effectively use social media.

2) Find, train and support volunteer facilitators. You talk to local groups, and develop partnerships with businesses, faith communities, voluntary groups, universities and colleges, and organisations in order to find people who can volunteer to commit 2 hours a month to facilitate a Community Circle. We have excellent e-learning and resources to help you train and support facilitators. We expect you to facilitate two Community Circles yourself so that you can speak from experience.

3) Organise initial conversations and help co-design the support people want. You are the first point of contact with the Wellbeing Team, and will take calls and arrange the initial meeting with the older person we support and their family if they are involved. Together with the Wellbeing Link Worker, you will learn about what matters to the person, their priorities and their assets and strengths. You help co-design the service and the purpose of the Circle. We have a specific process for this, which we will support you to learn.

4) Match facilitators to people. You identify possible facilitators for the person, and help the person to choose their facilitator. You then introduce people to each other and support the first two or three Circle meetings to get it started with the facilitator, collecting the data and information we need, and then provide ongoing support in a variety of ways.

5) Coach the 'Storytellers' in the team to help them share stories and examples from Wellbeing Teams. We have resources and support to help you do this, and we are not looking for someone with prior experience in coaching; we can support you with this.

6) Review and quality improvement. This means that you meet each person every three months to have an informal chat about what is working and not working, and what we can improve on in the future, in relation to their experience of the support the team provides and the Circle. You also facilitate a person-centred review with the team and Circle together every six months. You help to make sure, with the team and the Circle, that we act on this information. We also review our progress by collecting data and stories, and you will be responsible for this. You don't need experience to do this; we will help you learn. You also ensure that there are appropriate records for Community Circles.

7) Be a role model. Show that you “walk the talk” and live our values; for example, you develop great relationships with people, you are committed to co-production, you give people in the team and Circles feedback and recognition, you create ‘meaningful and memorable moments’ to demonstrate compassionate care, you are always looking for ways we can improve, you pay attention to your own wellbeing, you are continually learning and developing in your role, you work to our policies and procedures, and you take responsibility and do what you say you will do.

8) Be part of the Wellbeing Support Team. This is a self-managed team, and you will be part of it along with the Practice Coach and Team Coach. This includes being responsible for the data we need to know how well we are doing. You will work closely with our Community and Co-production partners.

9) As a member of the team, you will have a role in quality and improvement. You may be asked to investigate any complaints in relation to Circles and take these to action and shared learning. We will give you the support you need to do this.

10) Be an active member of the Community Circles Community of Practice. You are part of the wider community of all Community Circle Connectors, and so you share a role in continually developing how Circles work, as well as sharing and promoting Circles locally, nationally and internationally.

What we offer

We are looking for someone to work either full time (38 hours) or part-time (hours to be negotiated with successful candidates).

Salary: £24,000 per annum pro rata. Expenses will be paid for travel at 30p per mile. We offer six weeks’ leave.

Workplace: Working from home and within the local community. We provide a smartphone and a laptop/tablet.

Hours of work: You will work flexibly. This will include evening and weekend work.

Accountability: You are accountable to the Wellbeing Support Team (including the other Community Circle Connectors), your Wellbeing Team, and of course the people we serve and the local community. You will not have a traditional manager; you will receive support and direction from your team and from the Wellbeing Advisor for Community Circles.