



Job Description

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| Job Title: Community Response and Digital Inclusion Officer | |
| <p>Reporting to: Health & Wellbeing Manager</p> <p>Base: Fareham, Gosport, Havant and East Hampshire – some home working with a flexible approach to travel as required.</p> <p>Hours: 25 per week</p> <p>Contract: Fixed term 1st December 2021- 30th June 2022</p> <p>Salary: Band D</p> | <p>Responsible for: A small team of volunteers.</p> |
| <p>Role Summary and context</p> <p>Communities First is a successful support organisation to the voluntary and community sector which has grown via organic growth and several mergers and currently covers the local authority boroughs and districts of East Hampshire, Fareham, Havant, New Forest and Winchester. We also provide Community Transport Services in Basingstoke & Deane and Gosport.</p> <p>CF is the Single Contracted Organisation for HCC funding for councils for voluntary service, supporting voluntary and community activities in all areas of Hampshire funded by Hampshire County Council. As such our charitable area of benefit extends across the whole of Hampshire to include Portsmouth, Southampton and IoW. CF's Board has ambitions and plans to continue to grow and develop new services responding to local community needs.</p> <p>CF is a key partner in the LRC alongside the County & District Councils, responding to residents in need during the Covid19 outbreak, and remains committed to coordinating the response and recovery in our communities.</p> <p>Purpose of the Role:</p> <p>This project is designed to support the most vulnerable in our communities where we have seen a gap in support available during the Covid 19 outbreak. It is also designed to work across the recovery phase to ensure the most vulnerable in our communities are helped to transition in a way that supports their Health and Wellbeing. We will enable vulnerable clients to receive the</p> | |

help and support they require, at the time they need it, including older members of our communities, who lack the digital understanding to access health appointments and health related support.

This role will make sure that the most vulnerable in our communities receive the high-quality support to maintain and maximise their independence, health and wellbeing. The provision of this support, individually tailored, valuing people as individuals will enable them to regain their confidence and rejoin their communities.

The Community Response and Digital Inclusion Officer will lead the service across Fareham, Gosport, Havant and East Hampshire. You will recruit a team of volunteer digital champions and ensure that the project is delivered on time and to target, producing positive outcomes for older people and delivering real impact.

You will ensure that the volunteer teams have the framework, systems and support in place to be able to work most effectively and will monitor and report on the project as required. Ideally, you will have experience of leading and managing happy and effective volunteer teams as well as a strong understanding of accessing health solutions using digital technology.

Post-holders must display a service-orientated outlook and attitude - with a genuine desire to go the 'extra mile' for clients.

Main Duties and Responsibilities:

- Work closely with CF Community Development Officers to map gaps in community response groups and other community provision in response to covid19.
- Respond via Community First Help Desk, helping those in need of support due to Covid 19, particularly supporting residents who require access to food and essential medicines. The Help Desk currently operates Monday to Friday, 10am to 3pm.
- Collaborate with CF Volunteer Service to undertake a local marketing and recruitment campaigns to engage and recruit volunteers in defined areas.
- Recruit and develop a team of Digital Champion volunteers to map and provide Digital Support for those who are not digitally connected, to enable them to access Health appointments and health related support.
- Work with CF Help Desk Team to coordinate a community response to any future needs.

Teamwork and administration

- Maintain & update help desk procedures
- Manage and coordinate the Help Desk call rota, ensuring all shifts are covered. This may occasionally include Bank Holiday and weekend working
- Assist with the updating of data on CF Wellbeing System

- Assist with collating information and writing reports on the CF response providing timely information and data
- Carry out health and safety risk assessments to ensure that the diversity of working environments for volunteers are appropriate for safe working practices.

General

- Work cooperatively with other Community First staff and volunteers.
- Carry out general duties as part of the Community First team.
- To identify and record gaps in provision for vulnerable members of the community.
- To signpost our clients to the appropriate services if the support they require is outside of our remit.
- To advise customers on relevant resources available in their locality and support them in accessing relevant opportunities enabling clients to regain the confidence to move towards greater independence
- Promote access to social activities, education, training, employment, volunteering, etc., helping to combat isolation, fear of victimisation and anti-social behaviour.
- To be a primary point of contact for information on community activities and community support and digital inclusion services, providing advice to service users and professionals.
- To recruit, train and supervise volunteers for the Assisted Shopping, Befriending and Digital Inclusion services.
- To monitor and report on activities and services delivered.
- To meet the requirements as set out in Community First's policies and procedures and any operational guidance that is issued.

Provide personalised support

- Working in a flexible way to support the individual needs of the client and to motivate and boost confidence. To support clients to re-engage in with their community both physically and digitally.
- To be a friendly and professional source of information both to individuals, VCO's and statutory services
- To connect to the services that already exist locally – both statutory and voluntary, to provide localised community support
- To work with people with a range of identified needs, dealing with a variety of issues ranging from social isolation and lack of confidence or accessibility to health-related support

- To liaise with other VCO's and statutory services, connecting and building relationships

Data Capture

- Encourage people, their families and carers to provide feedback and to share their stories, how this project has made a difference to their lives, to be recorded on Wellbeing CRM.

Clauses Common to All Community First Job Descriptions

- To promote CF's Equal Opportunities and Diversity policy.
- To comply with all CF policies and Conditions of Service as laid out in the CF Staff Handbook.
- In discharging the duties of the post to have due regard to the provisions of Health & Safety at Work legislation.
- To undertake such additional responsibilities appropriate to the role as may be required and agreed with the Health & Wellbeing Manager, commensurate with the grade and responsibilities of the post.



Person Specification: Community Response and Digital Inclusion Officer

| Criteria | | Essential | Desirable |
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| Personal Qualities & Attributes | Ability to listen and empathise with people and provide person- centered support in a non-judgmental way. | ✓ | |
| | Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity. | ✓ | |
| | Able to support people in a way that inspires trust and confidence, motivating others to reach their potential. | ✓ | |
| | Ability to maintain effective working relationships and to promote collaborative practice with all colleagues. | ✓ | |
| | Demonstrates personal accountability, emotional resilience and works well under pressure. | ✓ | |
| | Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines | ✓ | |
| | High level of written and oral communication skills | ✓ | |
| | Ability to work flexibly and enthusiastically within a team or on own initiative | ✓ | |
| | Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety | ✓ | |
| | Qualifications & Training | Good general education especially in English and Maths | ✓ |
| Demonstrable commitment to professional and personal development | | ✓ | |
| Experience | Experience of supporting people, their families and carers in a related role (including unpaid work) | ✓ | |
| | Experience of working with the VCSE sector and coordinating/managing volunteers, in either a paid or unpaid capacity. | | ✓ |
| | Experience of data collection and providing monitoring information to assess the impact of services | | ✓ |

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| | Experience of partnership/collaborative working and of building relationships across a variety of organisations | ✓ | |
| | Experience of lone working and working within a busy, results orientated and constantly changing environment. | ✓ | |
| Skills and knowledge | Effective time management skills. Able to work effectively under pressure and prioritise workload. | ✓ | |
| | A demonstrable and genuine interest in people and their welfare and an ability to deliver services that provide practical support for customers without undermining their independence. | ✓ | |
| | Ability to communicate effectively with clients and understand their needs, often in emotional and sensitive situations. Empathy and a good understanding of the issues faced by clients e.g. vulnerable people. | ✓ | |
| | Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports. | ✓ | |
| Other | Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions. | ✓ | |
| | Willingness to work flexible hours when required to meet work demands. | ✓ | |
| | Access to own transport and ability to travel across the locality on a regular basis and as required | ✓ | |



CONDITIONS OF EMPLOYMENT

1. Job Title

Community Response & Digital Inclusion Officer – Fixed Contract to 30 June 2022

2. Salary

Salary range: £23,088 - £24,050 per annum full time equivalent (Actual Salary range: £15,600 - £16,250 per annum)

3. Hours of work

25 hours per week.

4. Holiday Entitlement

25 working days in each year in addition to bank holidays increasing by 1 day after 2, 3 and 4 years' service to a maximum of 28 days. Leave year is 1 April to 31 March (and pro rata for part time staff).

5. Conditions of Appointment

A one month probationary period applies to this post

6. Place of work

Fareham, Gosport, Havant and East Hampshire with home working and a flexibility/willingness to work in locations across Hampshire

7. Pension Scheme

Following successful completion of your probationary period, you will be automatically enrolled in CFW's NEST pensions scheme, provided you meet the Qualifying requirements. CFW will provide employer contribution in line with the provisions of the scheme. You will retain the option to opt out the scheme should you so wish.

8. Accountability

The Community Response and Digital Inclusion Officer will be accountable to the Health & Wellbeing Manager.