

## Core20PLUS Connector Co-ordinator - Job Description

**Salary:** £12.57 per hour

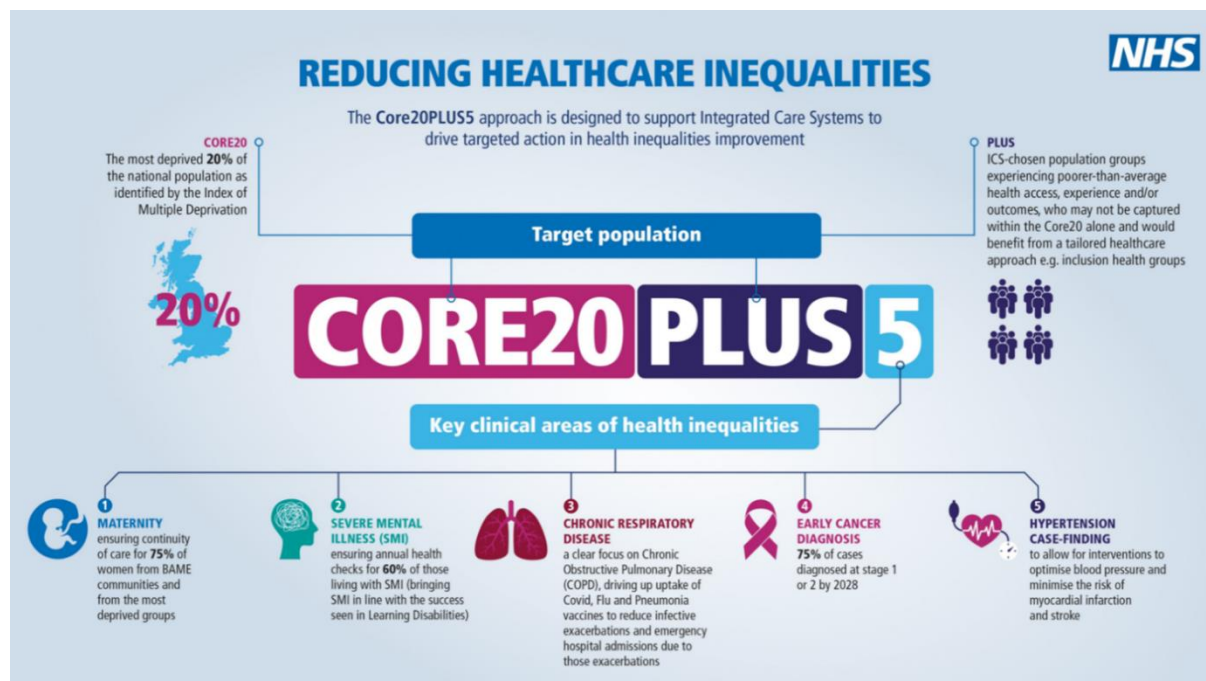
**Hours:** 20 hours per week

**Term:** 1 year fixed contract

**Location:** Currently split between home/Encompass Ilfracombe Office

**Responsible to:** Chief Officer

### Context & Purpose – Reducing Healthcare Inequalities in Ilfracombe and surrounding areas.



The Connectors programme is one of a number of funded initiatives that support focused action across Integrated Care Systems (ICS) to reduce healthcare inequalities across the five priority clinical themes (detailed above on chart) and contribute to wider steps on health inequalities including upstream social determinants.

The role of the co-ordinator is to recruit, co-ordinate and support a team of 20 volunteer community connectors who will be based within their local communities across the PCN area (Ilfracombe) to help understand and contribute to the reduction of health inequalities in the national and local priority areas and will report to the Project Steering Group via Encompass and One Northern Devon.

The volunteer community connectors/groups will be embedded in and engage with local communities acting as a 'bridging' role to ensure understanding of current barriers experienced by users and how this can be mitigated.

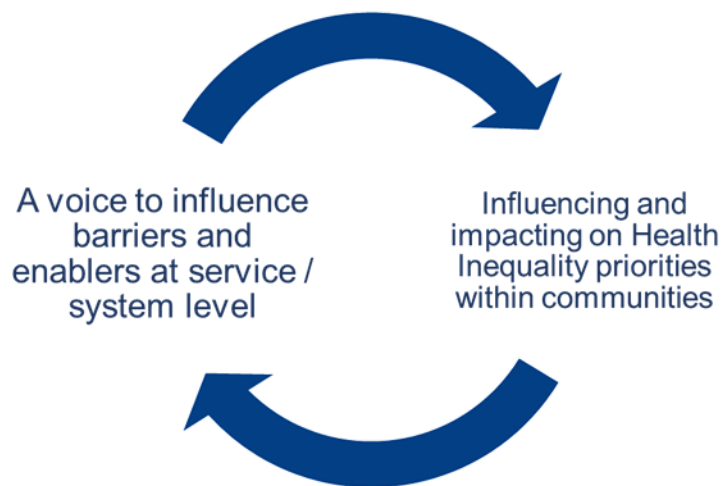
The Core20PLUS Connectors concept:

- Community connectors are people who are part of those communities who are often not well supported by existing services, experience health inequalities, and who then help change these services to support their community better. This approach recognises that people and

communities often know what they need and what would work, and that the NHS needs to hear from these communities

- The Connectors programme will develop and support community-based roles to impact on the goals of Core20PLUS5 - acting as a voice to focus on barriers and enablers to reduce health inequalities and connect people with decision-makers.
- This will include taking practical steps locally for health improvement in excluded communities experiencing healthcare inequalities, with focus on the five priority areas (maternity care, severe mental illness, severe respiratory disease, cancer, and cardio-vascular disease) and other locally identified priorities. For the purpose of this role the excluded community will be Ilfracombe.

The dynamic, interactive relationship between the wider health and care system (ICS / Place / Provider Collaboratives / PCNs) and Connectors is key to the role – connecting both as a bridge between communities and health and care services and connecting within communities to improve health with focus on the five health inequalities priorities in Core20Plus5.



**Core20PLUS Connectors will play a role that contributes to improvement trajectories at ICS / Place level across the five health and care priorities, and influence reduction in health inequalities across other locally identified priorities.**

#### MIAN DUTIES

- Co-produce with existing volunteer groups a role description for the community connectors/ambassadors to support the recruitment.
- To recruit 20 core plus volunteer community connectors/ambassadors with the appropriate skills/knowledge to support the national/local priorities for the project.
- To support and co-ordinate the team of volunteers through understanding their skills and development needs
- To engage with local communities through local network events/focus groups etc
- To arrange training as required
- To provide regular supervision
- To promote the programme by attending relevant meetings across the PCN area.
- To provide reports and information to Devon Communities Together to produce regular Theory of Change Impact evaluation reports

We are looking for someone who can be creative about how they capture the voices of those people who are affected by health inequalities, this can be via case studies, blogs, vlogs or personal diaries.

## Core20PLUS Co-Ordinator Duties

### Key Relationships

- Core20Plus Co-Ordinator for North Dartmoor PCN
- Internal Projects – FLOW, Candar
- External agencies – PCN, voluntary groups, OND community developers, One Ilfracombe

### Key Duties

- Recruit Volunteer Community Connectors across Ilfracombe
  - Confirm roles/specialisms
  - Promote roles within the PCN area
  - Network/promote the Core20PLUS5 across voluntary groups and meetings.
- Be the first point of contact for Core20PLUS5 Community Connectors
  - To provide support, co-ordination, supervision.
  - Arrange training as needed
  - Ensure volunteers understand risk and safety in their volunteering environment
  - Support connectors to produce at least one monthly story telling us of the connection they have made and the difference that has occurred.
- Be the key link with OND's health inequalities engagement team
  - Bring local intelligence and feedback to the team
  - Help recruit into the OND health inequalities leadership group
- Liaise with communities and participate in local networks to understand health inequalities position.
- To participate in engagement processes with local communities and social prescribers/connectors
- Promote the project with local Voluntary and Community Sector and other service providers.
- Identify capacity building opportunities and inform the project steering group.
- To achieve the outcomes and outputs as detailed in Appendix A
- To provide regular reports on findings/progress to the Project Steering group, looking an innovative reporting such as video diaries, blogs, vlogs and case studies.
- To design the necessary marketing material required to recruit and promote the work of the project.

### Communications

- To be able to communicate respectfully and compassionately with people accessing the project.
- To be able to communicate well with partner agencies and colleagues.
- Ability to communicate passionately and effectively about the different issues affecting the community connectors
- To participate in the use of IT, such as emails and data-collection mechanisms.

## GENERIC DUTIES FOR ALL STAFF

### Diversity and rights

- Promote client equality, diversity and rights at all times
- Treat others with dignity and respect at all times
- To raise with management any concerns related to the promotion of the diversity and rights of service users or peers

### Confidentiality

- To maintain confidentiality at all times
- To not disclose any information regarding connectors or their children obtained during the course of employment
- Failure adhere to this will be regarded as serious misconduct and may lead to disciplinary action

- To ensure safe storage of service user information
- The GDPR Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information

### **Policies and procedures**

- To be familiar with and to comply with Encompass policies and procedures
- Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action.

### **Safeguarding children**

- Some of the clients we work with have children, and all staff have a responsibility and duty of care to ensure the safety and protection of children. It is the postholder's responsibility to report any safeguarding concerns to the designated Safeguarding Officer and follow procedure.
- It is the responsibility of all staff to be aware of and to comply with Encompass's Safeguarding policy. All staff are expected to act in accordance with the practice and principles outlined in this policy. Safeguarding is everyone's business
- Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action.

### **Service User Involvement**

- Encompass is committed to empowering clients to have a voice in the service they receive. All staff are required to take a proactive approach in supporting this objective.

### **Data Quality**

- Ensure that all data and case notes entered into data capture systems are of a high standard.

### **Modernisation and Change**

- To be aware of internal and external targets to achieve in terms of improving and progressing the work of Encompass

### **Sustainability**

- The post holder will be required to embrace the concepts of sustainability within the workplace.
- The post holder will be required to carry out duties in a way that ensures a high regard for energy efficiency, carbon reduction, waste management and the most appropriate use of resources.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask to flexibly undertake other duties.

## **Person Specification**

### **Required**

- Able to work independently and as part of a team
- Good understanding of the not for profit sector as well as statutory and public sector
- Proven experience of working in a person-centred and trauma-informed manner
- Proven experience of working effectively and engaging with stakeholders from the statutory, voluntary and public sector
- Proven ability to work to deadlines and target-orientated work plans with minimal supervision
- Experience of developing and supporting networks and groups
- Ability to write reports and other documents

- Proven experience of supporting existing partnerships and projects as well as developing new ones
- 
- Ability to be pro-active and self-starting in the development of projects and partnerships.
- Have a high level of IT literacy, particularly in relation to reporting, websites, social media
- Be an effective communicator in both verbal and written forms.

**Desirable**

- Training in /experience of using motivational interviewing or coaching style techniques
- Case management system inputting
- Experience of networking with local VCSE and statutory services to build the links with the Flow project.

**Appendix A**

Context						
the scale of health inequalities and the NHS commitment to reduce healthcare inequalities						
Rationale						
to develop and support community-based action on healthcare inequalities						
Inputs	Activities	Outputs	Outcomes ST Building up from 6-12 months	Outcomes MT eg 1-3 years	Impacts LT 3 years + (LTP goals)	
<b>National</b>	<b>Community centred approach</b>	<b>(VCSE / Community level):</b>	<b>Measures of activity, eg</b>		<b>Contributing to:</b>	<b>Contributing to:</b>
Funding (c. £80k per ICS in Yr1)	<i>using non-clinical methods</i>	Recruit, Train and support Connectors for their role and on the 5 Clinical priorities (VCSE / LHW led). Train and support Connectors with Service / Condition focus as well as Connectors with specific Community focus (place, identity)	Number of connectors, which populations / communities	People in communities understand their rights to access care and have the skills and knowledge to claim them. People understand how to prevent ill health and access screening.	MATERNITY – ensuring continuity of care for 75% of women from BAME communities and from the most deprived groups (Core20PLUS5 goal)	Reduction in inequalities in maternity care and outcomes
Training content & info on the Core20PLUS5 Health Ineq Priorities	<i>using participatory approaches, community members actively involved in design, delivery and evaluation</i>	New paid role opportunities are signposted (supported to apply and successful gain employment)	Measures of engagement, eg meetings, social media, local press and radio, events, publicity.	Decision makers understand why communities face inequality and act to improve access to services	SEVERE MENTAL ILLNESS (SMI) - ensuring annual health checks for 60% of those living with SMI (bringing SMI in line with the success seen in Learning Disabilities) (Core20PLUS5 goal)	Reduction in inequalities in care for people with Severe Mental Illness
High Impact Actions guidance	<i>reducing barriers to engagement</i>	<b>Connectors:</b>	Attendance and input at Place / ICS governance groups	People who are delivering services are trusted by people in communities facing inequality.	CHRONIC RESPIRATORY DISEASE – a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce ineffective exacerbations and emergency hospital admissions due to those exacerbations (Core20PLUS5 goal)	Reduction in inequalities in COPD outcomes
Training modules on health improvement, community leadership ...	<i>utilising and building on the local community assets</i>	Community connectors define activity (identify their own priorities and shape local plans)	Attendance and input with service Providers, re service design and access	Services are adapted to ensure they are accessed equitably by people in communities facing inequality	EARLY CANCER DIAGNOSIS – 75% of cases diagnosed at stage 1 or stage 2 by 2028 (Core20PLUS5 goal)	Reduction in inequalities in cancer outcomes
National network to link-up Connectors.	<i>collaborating with those most at risk of poor health</i>	Raise awareness on people's rights to care, services available and how to self advocate.	Attendance and input with Core 5 networks at Place / System level, eg CVD Prevention, Cancer networks	Connected communities (stronger, peer connected)	HYPERTENSION CASE FINDING to allow for interventions to optimise blood pressure and minimise the risk of myocardial infarction and stroke (Core20PLUS5 goal)	Reduction in inequalities in CVD outcomes
ICS	<i>changing the conditions that drive poor health</i>	Provide accessible information about screening and preventative action to prevent ill health, including key focus on the Core20PLUS5 clinical themes.		Development of skills, competencies and confidence	Outcomes on locally determined health improvement / inequalities priorities and cross-cutting themes	Influence and impact on Social Determinants of health at local / Place level
Grant funding to VCSE / LHW orgs	<i>addressing community-level factors such as social networks, social capital and empowerment</i>	Gather and amplify stories about peoples experience of inequality to decision makers and co-create solutions to the barriers to services.			Pathways into employment from voluntary roles	
Access and equal voice for Connectors in key fora.	<i>increasing people's control over their health</i>	raise awareness of service staff on experience of inequality and how to prevent it.			Evidence of power sharing / shifting	
		Bring health professionals into communities				
		Connect Decision makers and community regularly to find solutions together e.g. monthly meetings				