

Job Description

Title: Community Engagement Adviser (Ryedale CSO)

Hours: 37.5 hours per week

Office Base: Carers Plus Yorkshire, 96 High Street, Snainton

Accountable to: Chief Executive Officer

Line Management: Business Development Manager

Contract: 12 months (in the first instance)

Job Summary:

The Community Engagement Adviser (CSO) will undertake specific operational responsibilities principally within the Ryedale district, with respect to:

- Community Services as outlined in our Wellbeing and Prevention Service (My Neighbourhood)
- Community Support Organisation (COVID 19 Support, our response and recovery service)

You will fulfil the function of operational adviser, undertaking specific work with individual clients as well as supporting community development and capacity building. In addition, you will take responsibility for the management of relevant administration, impact assessment, monitoring and evaluation of your work; producing reports that will go on to influence future practice and keep external funders informed of progress.

You will work closely with the Business Development Manager and a growing team of Advisers to ensure that Community Services are operating to their full potential. You will provide information, and advice, to anyone over the age of 18 who may be impacted by COVID (health/wellbeing and/or financial impact), experiencing loneliness and isolation and/or struggling to confidently re-connect with their immediate and wider community.

You will work in partnership across sectors including VCSE, Statutory and healthcare professionals to develop sustainable and impactful collaborations.

Key Duties:

- To work on the continual development of the CSO role and support for individual adults choosing to access the service:
 - To ensure enquiries to the Helpline are answered and resolved promptly; providing direct resolution by targeted and supported signposting, engagement of relevant VCSE/healthcare partners and where appropriate escalation to NYCC Social Care.
 - To work closely with our partners Ryedale Carers Support as they manage and deploy volunteers to support our work (shopping, prescriptions, befriending)
 - To further develop (through consultation) the potential of 'a single point of contact'; extending the impact of our current helpline function.
 - To build and develop practical relationships with the Ryedale Primary Care Networks, including Social Prescribers and other health professionals to ensure CSO is positively contributing to the health and welfare of Ryedale residents
 - To identify and co-produce community opportunities that build on gaps in provision (as identified by communities themselves); empowering community capacity building that is sustainable and benefits both the communities and residents.
 - To maintain records and gather evidence that demonstrates an individual's or community's journey of change.
- To work within networks such as the Ryedale Community Connect to ensure the development of the strong strategic and operational partnerships that will bring together related agendas
- In partnership with our CSO colleagues at Ryedale Carers Support, support the development of volunteer engagement across the area. This will include the development of a strong and successful befriending service.
- Where appropriate, support clients to socially connect; helping them to become more engaged and access existing community and social provision. (where there is no appropriate opportunity, we will help people to develop their own self-interest groups/activities if they would like to do this)
- Through appropriate marketing, networking and awareness raising, assist colleagues (internally and externally) to identify hidden vulnerable adults who may benefit from the service
- To keep abreast of strategic and operational developments with regards to Community Services opportunities, ensuring CPY is in a strong position to take this work forward in the future.

General

- To maintain monitoring and recording systems. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, individuals and other agencies.
- To maintain strict confidentiality over personal information relating to individuals, in line with GDPR organisational guidelines.
- To support and empower clients to develop a strong “voice” which will influence decisions, policy-making and service-planning.
- To comply with all CPY policies and procedures
- To identify and agree with your line manager your own training and development needs and seek ways to address them.
- To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
- To provide appropriate cover for staff absences.
- To represent CPY at a local, regional or national level when required.
- To take responsibility for specific pieces of ‘project’ work in agreement with the Service Manger
- Any other duties as required to support the organisational priorities and Business Plan, in agreement with the Senior Management Team.
- To be flexible with contracted hours as required by service users and CPY in agreement with the Line Manager.

November 2021