

## Community Link Officer

## Role Profile



**TRAFFORD**  
COUNCIL

**Service:** Adult Services  
**Grade:** Band 4  
**Reporting to:** Senior Practitioner

### About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Working together to build the best future for all our communities / everyone in Trafford.***

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



### Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### **Your Main Priorities**

- To harness local intelligence and increase knowledge of community assets in order to stimulate innovation and produce better outcomes for people at local level.
- To utilise knowledge of community assets to support individuals identified by social care teams to help them live their lives independently.
- To support an evaluation process, capturing the impact of community based solutions along with feedback from service users.

### **Key duties**

- To assist social care teams with researching and mapping community assets, including creating and maintaining both a physical display and electronic database to inform the Trafford Directory
- To network and build relationships with external agencies including health partners, social care providers and third sector organisations.
- To facilitate discussion with social care teams regarding opportunities available locally and to address any unmet demand that has been identified.

- To identify and facilitate opportunities for health and social colleagues to spend time in the community, getting inspiration from what's available to inform alternative solutions to traditional care.
- To offer time limited one to one mentorship to individuals identified by health and social care colleagues as requiring additional motivation to access their communities. This includes identifying appropriate and creative community based solutions to pre-identified unmet needs.
- Gather feedback from people via qualitative interviews in order to evaluate both the impact of any planned activity and outcomes as a result of asset based conversations.
- To develop relationships with internal departments such as commissioning and the partnerships team where market intelligence can be shared to improve the council offer.
- To be aware of and engage with other relevant projects such as placed based working and self-help initiatives as required
- To carry out any other duties commensurate with the grade of the post as required from time to time by the needs of the project team

## About You

### **Qualifications and Professional Development**

- Recognised Level 3 qualification or equivalent
- GCSE Grade 4 or above (or equivalent) in Maths and English

### **Experience and Knowledge**

- 2 years' experience in a relevant environment

- Experience of networking and building relationships
- Experience of coaching or mentoring
- Experience of conducting qualitative research and presenting data
- Experience of using a range of computer software packages and systems
- Local area knowledge of the Trafford Borough
- An understanding of the Social and Health Care Agenda
- Knowledge of interview design and developing effective feedback

**Skills and abilities**

- Ability to work with minimal supervision and proactively resolve problems using own initiative
- Ability to work within a multi-agency environment
- Excellent written and face to face communication skills
- Able to build rapport and effective relationships with people from a variety of backgrounds and cultures.

**Special Conditions**

- DBS required
- Unsocial Hours/Weekend on occasions

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### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

### **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

### **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

### **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

### **Information Governance**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.