
Recruitment information

Job description and person specification

Your title	Local Area Coordinator
DBS check	A basic DBS check will be required for this position.
Post number	New
Your team	Community, Health and Wellbeing
You would be based	Based at the Civic Centre, Esher, but covering a geographical area in the borough with the need for travel within that area and the borough as part of day to day work
Your line manager	Community, Health and Wellbeing Manager



Elmbridge
Borough Council

About the role

Elmbridge's new team of Local Area Coordinators are part of our wider transformation to support communities, health and wellbeing. These roles will facilitate the Council's role in supporting, co-ordinating and enabling local-led delivery as part of the 'Connected Communities' approach.

Local Area Coordinators are a friendly first point of contact for people and families. Listening, joining up local support, and helping stop small problems becoming big ones. Local Area Coordinators make a real, lasting difference in people lives by working with them to create their vision of 'a good life'

Local Area Coordinators help the whole support system work better. By listening to people and seeing first-hand where things don't join up, they spot gaps and what isn't working. They then work with Council teams, health partners, community organisations and other partners to fix problems, fill the gaps, and create a better system that gets help to people earlier

Local Area Coordinators are based in a geographical area working to ensure support and systems are grounded in their place whilst connecting thematically across the borough.

Local Area Coordinators work with a diverse range of people, including those experiencing mental health issues, older people, people with physical disabilities, families and carers. Local Area Coordinators also work with a broad range of professionals within the council, health and social care and the voluntary, community and faith sector.

This role would suit a self-starter who is happy working both autonomously and with others to enable a 'team around me' approach.

The main purpose of the role:

A Local Area Coordinator is an accessible point of contact in a local area. There is no referral process and no time-frame in which support is provided. Residents are connected to the Local Area Coordinator through introductions from neighbours, services, organisations and the Local Area Coordinator's own outreach.

The Local Area Coordinator's job is to "walk alongside" people and families, helping them find sustainable (often non-service based) solutions to challenges, whilst promoting and supporting more inclusive and better-connected communities.

The Local Coordinator team will be a key delivery link between local community hubs and Council initiatives to deliver broader and targeted support. They will ensure the Council's policy and initiatives are meeting community needs and organisations are supported in their local delivery.

Specific duties and responsibilities

Individual and Household Support and Coordination:

- Build positive relationships with people and be part of the local community, meeting individual people and their households in their own homes and/or in their local community.
- Support people and their households (who are often experiencing complex life challenges) in setting their own goals and planning changes they'd like to make for their version of a good life, focusing on their strengths.
- Help people find useful information and connect with support in a way that makes sense for them and upholds their vision of a good life.
- Manage an active caseload of approx. 50-60 residents a year.
- Encourage and promote diverse participation and inclusion in community life.
- Help people use their voice, speak up for themselves and be heard.
- Work closely with social care colleagues, primary care services, and local organisations to ensure any services people are drawing on are complementary to their goals and vision of a good life.

Supporting Capacity Building in the Local Area:

- Work closely with a nominated local community hub and wider organisations to ensure services are joined up and working in partnership to achieve the Council's strategic vision.
- Support and enable people, households and organisations to lead positive change in their local area through a community development approach.
- Learn about important issues and share what works well and what needs to change with those who shape local policy and services.
- Participate in local neighbourhood management boards.

Administration and Information Management:

- Keep accurate records and develop support plans with people, working intentionally on their goals and ambitions.
- Abide by working procedures including duty and lone working policies.

- Develop data-led reports and action plans to drive improvement across systems and the local area.

Work with others

- Liaise, communicate, and build relationships with other internal departments, partner organisations, agencies and/or contractors on operational issues to share knowledge or best practice and ensure quality, integrated service delivery.

Professional Development and Supervision:

- Keep learning and growing through training and reflection on the principles that underpin Local Area Coordination and Elmbridge's Connected Communities approach.

Follow policies and laws to make sure everything is done properly ensuring people receive safe, legal, and dignified support.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all times you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Title: Local Area Coordinator
Team: Community, Health and Wellbeing
Salary: SO2; £42,097 - £44,120
FTE

Post no: New
Hours: 36*
Car allowance: C2

* This post is available for flexible working.

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application, Test, Interview
	Fluency in spoken and written English	Essential	Application Interview
	Proficiency in Microsoft Office applications with good IT skills.	Essential	Application Test

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application, Test, Interview
	Experienced in supporting people from diverse backgrounds to build a picture of the life they want for themselves and in creating plans towards achieving their vision	Essential	Interview
	Experienced in influencing and supporting positive change at individual, community and organisational levels	Essential	Interview

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application,
-----	------------------	---------------------	----------------------------------

			Test, Interview
	Demonstrable commitment to the principles of enablement focusing on 'what is strong, not on what is wrong'	Essential	Interview
	Knowledge and practical experience of supporting self-advocacy	Essential	Interview Test
	Outstanding listening, communication, and interpersonal skills for building trusting relationships.	Essential	Interview
	Clear and concise verbal and written communication skills	Essential	Interview Test
	Prioritisation and ability to use initiative and judgment in managing work and ability to work autonomously	Essential	Interview
	Ability to constructively challenge existing processes and practices	Essential	Interview Test

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application, Test, Interview
	There may be requirement for post-holders to work evenings and weekends as required	Essential	Application Interview