

# **JOB ADVERT**

**Job Title: BAME Community Connectors (Social Prescribing)**

**Location: BSC Multicultural Services, Ipswich**

**Reporting to: Social Prescribing / Centre Manager (strategic)**

**Salary: £11.00 per hour**

**Working hours: 10 hours per week**

**Duration of project: 1 Year (Fixed term contract)**

## **Background Information**

BSC Multicultural Services (BSCMS) formerly known as the Bangladeshi Support Centre is a respected charity and community organisation, which has been providing services to BME and especially the Bangladeshi community in Ipswich since 1998. BSCMS has established an excellent track record of delivering services, training and other activities for the benefit of the people of Ipswich and Suffolk, working in partnership with local statutory and voluntary organisations. BSCMS works very closely with local statutory, voluntary and public sector organisations to help breaking-down barriers and promote social integration and cohesion by facilitating access to mainstream services. BSCMS's activities and services are accessed by people of more than 50 different nationalities including Asians, Kurds, Eastern Europeans, Turks and Somalis, etc.

BSC Multicultural Services is looking for a new team to develop and deliver the innovative BAME community Connector service.

Community Connectors work with clients to support them holistically, connecting them to appropriate local services and resources thus enabling them to live better lives.

As a Community Connector, you will work one-to-one with individuals in Ipswich and surrounding areas.

We are looking for two Community Connectors with excellent communication skills and experience of working with people from BAME backgrounds.

Are you passionate about helping people to identify what matters to them? Are you looking for a new and exciting challenge? Are you multilingual (desirable)? Do you enjoy developing BAME communities to help reduce isolation and loneliness? Are you interested in being part of this exciting development? If so, we would like to hear from you.

**Deadline for applications: 5<sup>th</sup> February 2021 - Interviews to be held: 18<sup>th</sup> February 2021**

For more information and an application pack please contact Shayra Begum on 01473 400081 / 429740 or email [Shayra.begum@bscmulticulturalservices.org.uk](mailto:Shayra.begum@bscmulticulturalservices.org.uk)

## **JOB SPECIFICATION**

**Job Title:** BAME Community Connector (Social Prescribing)

Responsible to: Social Prescribing / Centre Manager (Strategic)

### **Purpose of the Post**

To deliver a Community Connector Social Prescribing service (Connect for Health) to individuals from Black, African, and Minority Ethnic communities.

To work collaboratively within partnerships, communities, statutory and voluntary sectors.

### **Key Tasks**

- To work alongside the Social Prescribing / Centre Manager (Strategic) and partners to develop the Community Connector Social Prescribing Schemes in identified localities.
- To establish and maintain collaborative working relationships within communities, statutory and voluntary sectors, understanding needs and support to develop solutions.
- To receive and respond to referrals from GP's, health and social care professionals, voluntary and community sector organisations or the individual themselves.
- To meet with identified individuals who might benefit from non-clinical interventions and activities to improve health and wellbeing, to identify:
  - What matters to them;
  - Their personal assets – skills, hobbies, interests;
  - The assets around them – people, relationships, community;
  - Their aspirations and goals together with ways of achieving them.
- To use health coaching/coaching skills and tools to improve the health and wellbeing of individuals, (reducing demand on statutory services, including GP Appointments for non-medical matters (e.g. social isolation, debt management, long-term health issues).
- To co-produce a personal action plan or a non-clinical 'social prescription' with individuals to improve their health and wellbeing.
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- To use knowledge and understanding of working with people from diverse cultures and backgrounds.
- To draw upon knowledge of what is available in the wider community, accessing information from appropriate sources.
- To attend peer support sessions.
- To take opportunities to raise awareness of issues faced by people from BAME backgrounds

- To signpost/cross-refer, using the warm handover method, where possible.
- To use a coaching approach to motivate and work with individuals to achieve the changes they want to make.
- To maintain contact with the individual over an agreed time to review progress, building a relationship and trust that empowers them to take action.
- To make a referral to a health or social care professional if a person is identified as in need of clinical intervention or crisis support.
- To build relationships with GP Practices and other community referral routes.
- To understand assets available in the locality, identifying gaps and working in partnership to find ways to fill these gaps.
- To flexibly work within teams and or locations across the service, as and when required, to meet business need.
- To maintain accurate records.
- To use outcome evaluation to assess the quality of services and provide reports as required.
- To comply with organisational policies and procedures.
- To adhere to the Safeguarding Policy and Procedure.
- To prepare for and actively participate in supervision and appraisal processes.
- To undertake any other relevant duties and training as may be required by the line manager.

*Note: - This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the organisation at any time after discussion with the post holder.*

Candidates will be assessed against the following essential/desirable criteria:

### **Knowledge**

- Clear understanding of GP, health and social care structures
- Knowledge of health, mental health and wellbeing initiatives and resources
- Awareness of issues faced by people from BAME communities and local resources
- Understanding of Social Prescribing
- Awareness of safeguarding practices
- Knowledge of co-production (desirable)

### **Skills and Abilities**

- Health coaching or coaching skills to motivate and encourage others to achieve their goals
- Ability to engage with a range of people, working collaboratively and building rapport
- Effective communication/networking skills with the ability to develop positive working relationships
- Effectively evaluates, analyses, questions and uses information with a solution-focused approach
- Ability to present clear, concise, well researched information to others
- Ability to provide constructive feedback to influence service development
- Effective planning, organisational and time management skills
- Good IT skills, using Microsoft Word, Excel, Powerpoint, Outlook, databases and the internet
- Ability to speak multiple languages (desirable)

### **Experience**

- Experience of working in a health, mental health or social care environment
- Experience of providing information, advice and guidance to service users
- Experience of working with people from diverse BAME backgrounds (Essential)

### **Qualifications and Other Requirements**

- Ability to travel across Suffolk as required
- Ability to work flexibly and on own initiative
- Ability to work within boundaries, deal with emotional impact of work and seek support when needed
- Willingness to undertake continuous development, sharing knowledge and contributing to peer support
- Self-motivated
- Health coaching qualification (desirable)

### **Equal Opportunities**

- Ability to exhibit and apply awareness of positive actions, diversity and equal opportunities in service delivery