

**Community Connector Service Descriptor**

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| **Overview of the Service** |
| The role of the Community Connectors is to work alongside Housing Officers to identify tenants who are vulnerable, or their tenancy is at risk, due to their drug/alcohol use, previous homelessness or offending.  Community Connectors will have their own lived experience of any of these issues and will be able to use this to help develop trusting relationships with the people identified struggling to maintain their tenancies. Community Connectors will help people with practical and emotional support and link with other services in the community that can help address any longer term needs. |
| **Areas of Support** |
| Community Connectors will Work alongside housing officers to work with people struggling with their tenancy and   * Provide motional and practical support in relation to maintaining their tenancy including linking in with the Social wellbeing, HEAT, Harm Reduction & Recovery services, food banks, welfare rights, community justice and mental health supports * Connect people to the support available through Hillcrest’s Tenant’s Services Teams * Connect people to the support available in theor communities including recovery and community cafes and opportunities to meet others with lived experience of recovery * Connect people to wider support organisations in the community that will support their wider recovery * Be a resource to the Social Wellbeing Team when tenants have been discharged but Peer Worker support may be beneficial. * Link with people who have previous experience of homelessness prior to signing their tenancy agreement. * Maximise opportunities to engage people who do not currently engage e.g. attend alongside maintenance teams to connect to people who may not traditionally connect with Housing Officers. * Work in the community with people affected by previous homelessness, substance use and offending to identify those in Hillcrest tenancies who may require further support. * Work with Housing Officers in areas being impacted by anti social behaviour to help connect local communities. * Provide information and support on substance use including use and distribution of naloxone |



**ROLE PROFILE**

**Job Title:** Community Connector

**Department:** Hillcrest Futures

**Grade:** HF37-E

**Responsible to:** Operations Manager and Service Manager

**Organisational Structure**

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**Role Purpose:**

Community Connectors will provide support to tenants of Hillcrest Homes at risk of homelessness, taking a holistic and trauma informed approach to support people to engage with community support that will enable them to maintain their tenancy.

Community Connectors will have their own lived experience of homelessness, substance use or offending and be willing and able to share their lived experience to help connect and support people to develop their own assets and strength by linking to the local community.

Community Connectors will work alongside Hillcrest Homes Housing Officers and provide trauma informed support to tenants are at risk of homelessness and have past or present experience of substance use, offending or homelessness

**Main Duties:**

* To work alongside Hillcrest Homes and Hillcrest Maintenance to identify and engage tenants who have experience of homelessness (or at risk of homelessness), substance use or offending and establish networks that will help tenants to understand their responsibilities to sustain their tenancy.
* To build effective relationships with tenants who may find it difficult to engage with Housing support.
* To provide comprehensive, strength-based assessment of personal and social needs and support people to achieve their goals as defined in their Personal Outcome Plan;
* To provide therapeutic and practical support that helps individuals to develop their assets to address the issues that are affecting the future security of their tenancy
* To provide a range of one-to-one and group interventions to promote change, including crisis support, counselling support, information and advice, awareness-raising, brief interventions, peer support groups, mutual aid, relapse prevention, employability and diversionary activities
* To link with local community cafes and community groups to proactively identify Hillcrest Homes tenants who could benefit from support
* To work closely with Housing Officers and the Social Wellbeing Team to ensure that people have all the financial support available to them
* To harness the involvement of people with lived experience in helping to develop and shape the development of the Community Connector service
* To ensure that all contacts with individuals are documented and ensure effective communication with Housing Officers on the progress of individuals
* To raise awareness in the community supporting family members, friends and concerned others, community members and other professionals on risk behaviours and promote equality and reduction of stigma
* Out-of-hours and weekend work may be required as prescribed by the needs of the service.

**Any Other Duties:**

The post holder may be required to perform duties other than those given in the job description for the post.



**Person Specification – Community Connector**

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| **Attribute** | **Essential** | **Desirable** |
| **Experience** | * Experience of supporting people with homelessness, substance use and/or offending * Experience of working in the community and developing links with appropriate community supports * Own lived experience of recovery from substance use, previous homelessness or previous offending | * Experience of trauma informed approaches * Experience of supporting people with their tenancies |
| **Proven Competencies** | * Ability to initiate and facilitate appropriate support mechanisms and a range of interventions including structured one-to-one and groups * Ability to work in partnership and develop initiatives with other professionals, agencies and community groups * Good communication skills, both verbal and written * IT skills * Ability to work within a team environment * Ability to use own initiative * Good timekeeping and time-management and organisational skills | * Ability to facilitate peer support groups and develop peer-led initiatives * Ability to develop information materials on a range of specialist topics to inform individuals, the public and other professionals |
| **Education and Qualifications** | * Educated to Level 6 or 7 of the Scottish Credit Qualification Framework (SCQF) in relevant discipline * Willing to undertake training as required |  |
| **Service Specific** | * Ability to drive and have access to own car for work purposes (Angus post only) | * Knowledge of housing legislation and processes * Experience of using an Asset-Based Community Development (ABCD) approach |



**(Support Staff)**

**CONDITIONS OF SERVICE**

**Hours:** **35 hours** are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.

**Contract:** This is a **Temporary** post for 12 months. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.

**Grade and Salary:** The post is Grade HF37-E.

Salaries are paid monthly, directly into a bank account of your choice. The salary for the Community Connector for **35 hours**per week is **£24,330 - £25,016 per annum.**

**Pension:** Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer contributing 4% to the scheme. Further details of the scheme are available from the payroll team.

**Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave: The holiday year runs from 1st January - 31st December**. The full holiday entitlement is 236.8 hours (6.4 weeks) per annum rising to 273.8 hours (7.4 weeks). 5 days Public holidays have been included in this annual leave entitlement.

**Annual leave is calculated on a pro rata basis for part time staff.**

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions you must declare this on your

**Offenders Act 1974:** application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a

Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Trades Union:** Employee’s have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

**No Smoking Policy:** Smoking is prohibited in all projects and at Head Office. Designed smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Equal Opportunities:** Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date.