



Community Resilience Worker

Job Description and Person Specification

March 2021

Reports to:	UTASS Manager
Working Hours:	37 per week (FTE)
Salary:	£21,300 per annum
Contract:	Fixed term until 30th April 2022
Location:	Initially home based then the UTASS venue in Middleton-in-Teesdale – peripatetic work in surrounding areas, mainly across Teesdale and Weardale

Background

UTASS is a local community support charity based in Middleton-in-Teesdale, which began informally in 1993 as a community response to an epidemic of suicides locally, before being formally established in May 2000. We work with and for the communities across the Durham Dales, helping people gain access to the services, advice and resources that they need so they feel supported, valued, happier and more able to cope. UTASS has a dedicated team of fifteen part-time staff and is overseen by a board of 11 trustees. The charity is supported by 20 regular volunteers, with a range of additional volunteers currently supporting our Covid-19 community response work.

More information about UTASS and the services/activities we provide can be found on our website: www.utass.org

The County Durham Covid 19 Resilience Team is an exciting new project providing a multi-agency, local response enabling communities in County Durham to access timely, local wellbeing and psychological support for Covid 19 specific mental health and emotional wellbeing needs. As a delivery partner on this project, we have a vacancy for a Covid 19 Resilience Worker to join our existing support team to provide support to individuals living across Teesdale and Weardale.

The Covid 19 Resilience Worker will provide dedicated support to local people and communities and support the development and delivery of focused outreach work in a range of settings. As part of a multi-disciplinary, multi-agency approach, you will be confident to work with people at all levels, forging working relationships and supporting referrals when necessary. You will manage a caseload and will ensure that the service delivers effective motivational support to assist behaviour change and enable beneficiaries to progress and thrive.

We are passionate about providing support to and opportunities for people living across the Durham Dales and are looking for someone who shares our passion for rural communities and understands the issues that affect people living here. We are offering you the opportunity to join a small, dedicated team where you will benefit from a friendly and supportive work environment and an exciting opportunity to help roll out a new community service.

The post-holder will embody UTASS values and work as part of a proactive, multi-disciplinary and forward-thinking team.

Job Purpose

The Resilience Worker will:

- a) Work in local communities to promote the service
- b) Offer support for people who have either: had Covid 19, been bereaved by Covid 19 or work as a key worker and have been adversely affected as a result of Covid 19 (excluding NHS & Social Care workers who will be referred to existing provision)
- c) Provide a 'no wrong door' approach and effectively signpost people to relevant local services
- d) Support people to develop action plans to enable safe and appropriate connections, exercise, diversionary activities
- e) Support general rehabilitation, work with people suffering with 'long Covid 19'
- f) Enable and facilitate the development of appropriate support groups
- g) Develop volunteer opportunities within and external to the project
- h) Support the overall service evaluation processes

Job Description

Service Delivery and Performance:

- 1. To undertake a comprehensive personal training programme to ensure delivery is evidence-based, appropriate and well delivered
- 2. To work in communities to promote the service and recruit appropriate clients
- 3. To apply asset-based community development techniques and undertake research to support access to appropriate services
- 4. To manage a caseload of individuals and provide 1:1 support including, but not limited to:
 - a. Working in a solutions-focus manner to assist clients to overcome a range of barriers;
 - b. Preparation and co-production of appropriate action plans to enable clients to improve their mental health;
 - c. Maintaining regular supportive contact with each person to assist them to achieve their goals;
 - d. Providing practical health and wellbeing support and interventions;
 - e. Sourcing a holistic package of support to assist the development of each individual; and

- f. Signposting and referring individuals to a range of activities, interventions, across a range of settings (primary care services and voluntary and community support)
- 5. To develop and deliver appropriate group interventions with a mental wellbeing and resilience emphasis.
- 6. To be responsible for data processing including inputting information onto databases and creating reports.
- 7. To ensure services are promoted through a variety of communications, marketing and media sources and platforms within the locality covered.
- 8. To assist with overall service marketing and promotion activities, including supporting mental wellbeing and health events and publicity campaigns as appropriate.
- 9. To recruit, support, train and motivate a small team of volunteers to support overall delivery.
- 10. To establish and maintain strong relationships within the service and with VCSE delivery partners.
- 11. To develop and maintain excellent working links/partnerships with external agencies to support delivery and assist people to reach their goals.
- 12. To contribute to the development of systems and procedures, and the whole team approach in meeting quality and performance targets.
- 13. To work flexibly as part of the County-wide multi-agency team and to provide cover for colleagues as required to help maintain appropriate support for people in the community.
- 14. To conduct personal, venue and activity risk assessments as required and to ensure Health and Safety and Safeguarding procedures are always adhered to

General

- 1. To be an ambassador for the VCSE and represent the service at a number of different meetings, forums and events, as appropriate.
- 2. To apply appropriate monitoring, evaluation and quality tools.
- 3. To operate within the policies and procedures of UTASS and the project, including confidentiality, equality and diversity, information governance and data protection.
- 4. To contribute to knowledge sharing and learning and assist with continuous improvement.
- 5. To understand own limitations and boundaries.
- 6. To demonstrate a commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service.
- 7. To undertake other activities deemed commensurate with the role and as requested by your Line Manager

Person Specification

Education and Training	Essential	Desirable
Relevant vocational qualification - level 3 or equivalent (Health & Social Care, Health Trainer, counselling etc).	√	
A Level 4/5 qualification in a relevant subject area incorporating the application of knowledge relating to wellbeing within a social setting.		√
A willingness to undertake mandatory and role specific training within a specified timescale.	√	
Good overall sector based training covering a range of motivational and behavioural change techniques along with health and wellbeing interventions		√
Skills and Competencies	Essential	Desirable
Experience of delivering behaviour change interventions in both 1:1 and group settings with high levels of success.		√
Excellent communication and interpersonal skills including the ability to disseminate information in a user friendly format including use of a variety of social media platforms.	√	
Ability to demonstrate effective collaborative working in community settings with good organisational and time management skills	√	
Ability to influence, negotiate and motivate individuals in relation to behaviour change	√	
Ability to act upon own initiative, responding proactively to changing situations	√	
Ability to collate information and prepare reports		√
Sound understanding of the factors affecting Mental Health with a good understanding of the challenges faced by people living with the effects of COVID-19 and Long COVID-19.		√
Experience	Essential	Desirable
Extensive experience of client engagement and support principles in context to community outreach work.	√	
Experience of supporting volunteers and assisting them to develop skills/competencies within a variety of place based settings		√

Experience of community mental health, wellbeing interventions.	√	
Experience of delivering support for adults, developing personalised action plans to enable safe and appropriate connections to a range of support services and community based activities.	√	
Experience of working in partnership to deliver client support interventions, including group and 1:1 formats.	√	
Experience of working collaboratively within a multidisciplinary team, using referral pathways to appropriately signpost clients to access a range of interventions and support services.	√	
Experience of evaluating projects or services using a range of techniques		√
An understanding of Asset Based Approaches and experience of applying this within a community based setting	√	
Knowledge	Essential	Desirable
Extensive knowledge and understanding of mental health issues and Knowledge and skills of engagement, motivational, and behaviour change approaches	√	
Sound knowledge of County Durham and the health/lifestyle issues people face living in County Durham	√	
Knowledge and understanding of community working, lone working, and ability to maintain safety whilst working in the community.	√	
A good understanding of personal limitations, ability to identify when to seek advice and support, and deal with issues in a professional manner.	√	
Personal Qualities	Essential	Desirable
Current driving licence and access to a vehicle	√	
Passion for improving the community	√	
Flexible and a good team player	√	
Sympathetic, pleasant manner with the ability to negotiate changes with a wide range of people and at all levels	√	

Annual Leave Entitlement: 28 days including bank holidays (pro-rata).

Pension: Pension scheme operated in line with auto-enrolment requirements.

Additional: Post holder will be required to undertake an enhanced DBS check.