

## **Role Outline: Community Link Worker – older persons chain reaction service- Newcastle**

### **Overall purpose of the role**

To work as part of a team developing a personalised and flexible community based service for older people (55+) in Newcastle. The Chain Reaction service will promote independence and increase the person's sense of good emotional health and wellbeing. The service will provide a real alternative to building based services and will support older people to choose and access activities in the community that meet their individual needs, as well as supporting and sustaining links and friendship groups between those using the service.

Pioneers will work to promote the service across the community, liaising with other workers from Health, Social Care and the Voluntary and Community Sector.

In addition they will work with volunteers and the people using the service to develop and monitor ways to address issues such as loneliness, social isolation, and improving health outcomes. They will co-produce effective support plans to ensure those using the service can work towards resolving issues and effectively managing life's challenges.

**Strategic Plan**      [https://vimeo.com/451462714 ??](https://vimeo.com/451462714)

#### **KeyRing Mission**

KeyRing connects people and inspires them to build the life they want.

#### **KeyRing Vision**

A welcoming world with communities that celebrate the skills and talents of everybody.

### **KeyRing People believe in ERIC:**

#### **Values we Live by:**

**E**quality  
**R**ights and Respect  
**I**nfluence and Inclusion  
**C**hange

#### **How we behave**

**E**nable, Empower, Establish Trust  
**R**espond, Review and Reflect  
**I**mprove, Innovate, Inspire and Involve  
**C**hallenge the status Quo, Connect People and Coach

**How you contribute:**

By adding value to the lives of older people in line with KeyRing's Mission, Vision and ERIC Values, that impacts on members in a positive way

By working closely with a great local team to develop skills and knowledge and share good practice as well as mentoring for new or inexperienced staff and support to volunteers

Be feeding back what you do with older people to ensure that the outcomes they achieve are captured and shared

By building local connections and partnerships and promoting the work we do, in order to have a positive impact on KeyRing's reputation and growth

**Accountable to:**

Older people who receive the service

Area Manager

LA commissioning/partner leads

**Accountable for:**

Delivering quality support to older people in line with KeyRing's mission, vision and values

Promoting a culture that puts the older person at its centre and is consistent with best practice

Working in a person-centred way with older people to achieve identified outcomes that have a positive impact on their lives

Making safeguarding personal when working with older people and reporting any concerns

Keeping clear and accurate records in line with GDPR and adhering to KeyRing policies and procedures

**What you do:**

You will identify and research information and local community resources relevant to the older persons situation.

You will present and discuss options and opportunities with the older person, in an accessible form, enabling them to identify suitable ways to achieve their desired outcomes and where appropriate, to refer them to other agencies and sources of help.

You will support and develop peer group opportunities amongst those using the service .

You will support the older person to access community- based opportunities .

You will support and develop volunteering opportunities within the Chain Reaction service and work with other VCS organisations to grow appropriate volunteering opportunities for older people.

You will encourage and support older people using the service to be involved in its development and contribute to its evaluation.

You will promote the service and build relationships with other workers and organisations across Health, Social Care and The Voluntary and Community Sector .

You will use the knowledge gained through developing the service to identify gaps in provision and share this information with commissioners.

You will use appropriate systems to record the work of the service and organise relevant information to produce regular qualitative and qualitative reports.

You will work with other key partners in contributing to the development of the service.

You will attend necessary training sessions and meetings in order to remain up to date on developments and issues affecting older people.

You will work in a person- centred way that identifies older peoples aspirations and needs and will enable them to live the life they want.

You will ensure that information and guidance for is accessible and relevant to their needs and will help them to make informed choices.

You will encourage mutual support amongst the older people to develop their skills, talents and relationships.

You will take appropriate action to ensure that older people are safeguarded against abuse and report any concerns.

You will act in a professional manner, and communicate effectively with all stakeholders, building strong relationships internally and externally.

You will be an effective team member, co-operating with colleagues and volunteers in the best interests of older people and work in a co-produced way.

You will mentor and support new colleagues as part of induction and help them to develop their skills and knowledge within the team.

You will support and mentor new volunteers as part of their introduction to KeyRing.

You will comply with legislation and adhere to KeyRing policies and procedures.

You will be culturally aware and promote equality and diversity in all you do.

You will work in a flexible way that meets the needs of the service and the older people receiving it- this may include leading on key focussed projects/initiatives/group development/community activities.

You will keep accurate and clear online records and effectively use the systems/resources available to do this.

You will embrace self-managing approaches and use your initiative to find local solutions to issues/problems.

You will actively participate in your personal and professional development.

You will play an active part in team meetings and feedback progress /share learning on any projects you are involved in.