**Job Description**

**JOB TITLE: Warrington Integrated Palliative Care Hub Community Connector (WIPCH)**

**REPORTS TO: WIPCH Team lead**

**JOB PURPOSE**

The Community Connector will work directly in the Warrington Integrated Palliative Care Hub as the main contact and support for our patients and community, to build strength-based community resilience, enhance wellbeing, encourage social connection, and support independence. The role will focus on empowering people to take ownership of their community and working closely with partners to build resilience in our neighbourhood teams.

The postholder will work with patients, those important to them and health, social and VCSFE partners to identify people’s needs, facilitate connections to local services, and coordinate social, health, and recreational activities. The post holder will work with local neighbourhood teams and businesses to develop ‘community connector champions’ and collect voices, co-produce initiatives, and strengthen the community, avoiding dependency on the Hospice community connector role. Over the initial 12 months, the officer will help patients and our community understanding the assets available and to support people to create a self-sustaining and vibrant community life.

**JOB SUMMARY**

* To build trust with a mixed ability cohort of people.
* To consult and capture the voice of our community through forums and feedback mechanisms and work in collaboration with partners.
* To identify gaps in provision, hidden needs, and potential barriers to community engagement.
* To build partnerships with external organisations to bring services and activities into community settings.
* To develop sustainable models of support that empower people
* To maintain accurate records and contribute to monitoring and evaluation processes.
* To contribute to organisational learning and help adapt the model and future sustainability of the hospice.

**KEY RESPONSIBILITIES**

A key part of the role will be to empower people to shape their own community. The role will support the development of ‘champion community connectors’ to further support a strength-based support for our community. These roles will be developed working closely with Warrington neighbourhood teams development and health. Social and VCSFE partners, including corporate sponsors of the hospice. This role will develop community-led forums to capture feedback, encourage participation, and promote co-production of activities and solutions. They will lead a small group of champions, including our existing volunteers to assist with building neighbour-to-neighbour support, helping residents to maintain independence, reduce social isolation, and strengthen community ties without creating dependency on the community connector role.

The community connector will map local services and support networks, working closely with health, social care, community, voluntary, and private organisations to connect people appropriately. They will coordinate a

programme of health, wellbeing, and social activities by bringing external providers in, ensuring that activities are inclusive and accessible to people of all abilities and backgrounds. At every stage, this role will champion a strengths-based approach, focusing on the skills, interests, and assets of people.

Monitoring and evaluation will be a key part of the role. The community connector, working closely with the WIPCH team lead and Chief Operating Officer will record baseline information, track engagement levels, monitor the development of community initiatives, and produce quarterly reports, highlighting progress, impact, and any emerging needs. They will be expected to identify gaps in service provision and recommend improvements, contributing to organisational learning and helping St. Rocco’s Hospice adapt this community model and service delivery as part of the clinical transformation and future sustainability of the hospice.

The community connector will work flexibly and creatively, adapting to people’s needs and evolving community dynamics. They will uphold St. Rocco’s values, policies, and safeguarding standards at all times, ensuring that the work builds a vibrant, connected community that people are proud to sustain themselves.

**INFORMATION SYSTEMS**

* To provide accurate statistical information in line with local standards and the professional body.
* Safe and secure management of information within the department on electronic and paper records

**POLICIES AND SAFEGUARDING**

It is an expectation of all roles at St. Rocco’s that staff will adhere to policies and procedures as published on the company drive, requirements detailed in the Staff Handbook and other reasonable management requests.

It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. The post holder is responsible for ensuring they complete the appropriate level of safeguarding training according to their role.

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| **ASSURANCE STATEMENT** |
| The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.  It is the responsibility of all employees to adhere to general policies and procedures as detailed in the Staff Handbook and other individual policies. |

The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

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**CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

**GENERAL DATA PROTECTION REGULATIONS, DATA PROTECTION ACT 2018: and any relevant data protection legislation in force at any given time.**

* At all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.
* Where any processing of information takes place (paper records or electronically) ensure that the data is of good quality, accurate and relevant for purpose.

All employees must adhere to the Policy on Information Governance which provides guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer-generated information, which detail the employee’s legal obligations and include references to current legislation.

**Person Specification**

**JOB TITLE: Warrington Integrated Palliative Care Hub Community Connector (WIPCH)**

**DEPARTMENT: Clinical**

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| **Criteria for Selection** | **Essential** | **Desirable** |
| **Education/Qualifications**  GCSE Pass core subjects; Maths, English | Y |  |
| **Experience**  Ability to build trust and rapport with people and experience working with people from diverse backgrounds  Experience in community development, engagement, or support roles  Knowledge of strengths-based and empowerment approaches  Experience working with adults  Ability to plan, coordinate, and deliver community activities  Ability to work independently and manage a varied workload | Y  Y  Y  Y  Y | Y |
| **Skills**  Ability to collect data, outcomes and create reports  Experience facilitating forums, consultations or co-production  Knowledge of Warrington VCSE sector, health, and statutory services  Excellent interpersonal and communication skills  Basic IT skills (Word, email, data entry)  Knowledge of safeguarding principles | Y  Y  Y  Y  Y | Y |
| **Personal Qualities**    Resilient and an active change agent  Ability to build rapport with people and partners  Passion to support people with a strengths-based approach | Y  Y  Y |  |
| **Additional Requirements**  Car driver with access to a vehicle | Y |  |