

# Pioneering Care Partnership Job Description



## Community Resilience Worker

**Responsible to:** COVID-19 Resilience Project Lead  
**Accountable to:** PCP Chief Executive & Board of Trustees  
**Located** Working from home with significant outreach across County Durham  
**Scale/Salary:** **Band 5 £21,136 per annum**  
**Hours:** 37 hours per week  
**Contract:** Fixed Term until 31<sup>st</sup> March 2023

The County Durham COVID-19 Resilience Team will provide a multi-agency, local response for the communities County Durham to access timely, local wellbeing and psychological support for COVID19-specific mental health and emotional wellbeing needs. The team will provide dedicated support to local people and communities and work closely with existing services and projects.

The COVID-19 Resilience Worker(s) will work in a range of settings and support the development and delivery of focused outreach work. Your role within this team will be to support local people, manage a caseload and ensure the service delivers effective motivational support to assist behaviour change.

You will be confident to work with people at all levels, forging working relationships and supporting referrals when necessary.

Post-holders will embody PCP's values and work as part of a proactive, multi-disciplinary and forward-thinking team.

## Job Purpose

Resilience Workers will:

- Work in local communities to promote the service;
- Offer support for people who have either: had COVID-19; been bereaved by COVID-19; or those who 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);
- Provide a 'no wrong door' approach and effectively signpost people to relevant local services;
- Support people to develop action plans to enable safe and appropriate connections, exercise, diversionary activities;
- Support general rehabilitation, work with people suffering with 'long COVID-19';
- Enable and facilitate the development of appropriate support groups;
- Develop volunteer opportunities, each member of staff will recruit, train and support 2-3 volunteers; and
- Support the overall service evaluation processes

## Job Description

### Service Delivery & Performance

1. To undertake a comprehensive personal training programme to ensure delivery is evidencebased, 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:
  - Working in a solutions-focus manner to assist clients to overcome a range of barriers;
  - Preparation and co-production of appropriate action plans to enable clients to improve their mental health;
  - Maintaining regular supportive contact with each person to assist them to achieve their goals;
  - Providing practical health and wellbeing support and interventions;
  - Sourcing a holistic package of support to assist the development of each individual; and
  - 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.
15. 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 uphold PCP and partner organisation's Core Values at all times.
3. To comply with all relevant organisational policies, procedures and guidelines in relation to safe practice and maintain an up-to-date knowledge of public health interventions and theoretical knowledge of health topics.
4. To apply appropriate monitoring, evaluation and quality tools.
5. To operate within the policies and procedures of PCP, including confidentiality, equality and diversity, information governance and data protection.
6. To support the organisational approach to Quality and continual improvement through becoming an internal auditor, environmental champion or health advocate.
7. To contribute to knowledge sharing and learning and assist with continuous improvement.
8. To understand own limitations and boundaries.
9. 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.
10. To work flexibly from varying operational sites as required and agreed.
11. To undertake any such duties required by your line manager or relevant Senior Manager.

## March 2021