



Community Agent and General Assistant

Job Description

Main Duties:

1. To work in accordance with the aims and objectives of the Community Agent scheme and its standards of conduct and practice as detailed within the Contract.
2. To support the people over the age of 50, in their community to live the life that they want, to be part of the community and to feel good, stay well and keep safe.
3. To ensure the Community Agent service is accessible to all Coedpoeth residents over the age of 50 yrs.
4. To treat the person with respect and dignity and support them to express their views and make choices and decisions.
5. To promote and protect the health, safety and welfare of the person and themselves.
6. Not to enter into any private arrangements with individuals or their representatives without the prior agreement of your manager.
7. To work with the person as outlined in their referral information and use this information to provide the best service to meet the individual needs.
8. To enable the person to follow their religious and/or cultural customs.
9. To work in line with any written risk assessment or risk management plan that may be in the service users' own home and any risks that may be highlighted via the referral process.
10. To identify any change in the needs of the person and bring this to the attention of the relevant professional including a Health Care professional as appropriate.
11. To keep and maintain monitoring records about the person, the service they have been signposted too and the desired outcomes.
12. To keep records about the person in a secure place
13. Not to disclose any information about the person without his/her agreement. This applies regardless of whether the person is receiving Community Agent support, or away from the arrangement, or after the arrangement has ended. (Breaches of confidentiality will be treated as Gross Misconduct).
14. To inform your manager straight away about any allegations or concerns or suspicions about the possibility of abuse or neglect relating to an individual they are supporting.
15. To work positively and co-operatively with the person's family and/or representative and with professionals or other people involved in the life of the person.
16. To take part positively in any meetings with the Community Council to provide them up to date information on how the service is meeting the desired Outcomes.
17. To work with local groups and organisations to promote their services and to refer individuals to them.
18. To assist groups to become established for the benefit of other individuals within the community.

19. To promote collaboration between community groups to offer support to individuals.
20. To utilise and develop different methods to engage with individuals over the age of 50 within the community of Coedpoeth.
21. To work with the Clerk and other Community Council employees, and community groups, local and national organisations, to provide a range of services and activities to as many residents as possible to support health and wellbeing.
22. To attend meetings regularly with WCBC monitoring officers and other Community Agents within the county to discuss contractual requirements and best practice, as well as regular meetings with Community Council and monitoring sessions with your manager.
23. To lock or unlock council premises as required for events and meetings following council guidelines.
24. To carry out cleaning requirements in any council buildings as requested by your manager.
25. To take up any training or learning opportunities relative to the role.
26. To deal with members of the public accessing council facilities, including snooker, and take bookings and payments in person or over the phone.
27. To safely handle council monies and equipment, to ensure it is stored safely and to report any discrepancies or damage immediately to your manager.
28. To carry out any reasonable request from your line manager.
29. To report as required to your line manager (Clerk).