

## **VCSE Connector: Single Point of Contact(SPOC) : Teignbridge District Council**

### **Service**

A Connector role that works across teams at Teignbridge District Council to connect residents to services provided within communities in Teignbridge.

The service will be available 9.30am – 4.30pm Monday – Thursday and 9.30am – 1pm on Friday

Teignbridge Teams will not need to know exactly what is needed, much less who specifically in the Community to contact about that need. They only need to know how to engage the SPOC

### **How will it work?**

The Connector will be based at Forde House and will take referrals from staff where TDC are not the appropriate provider or when additional support from within the VCSE will enhance the offer from TDC

Referrals will be made face to face, via email or telephone; a simple referral process that collects only data that is needed will be in place and promoted across TDC teams

The Connector will make contact with the resident referred and through a strengths-based conversation to understand what matters to them. The Connector will then take a case-worker approach with the individual and with their permission connect primarily to services within the Voluntary Sector but also to:

- Primary Care Social Prescribers
- Health and Social Care Teams
- VCSE Wellbeing Co-ordinators
- Community Mental Health Teams
- Wider public and private sector providers

### **Anticipated Outcomes**

- Residents who repeatedly use TDC as their first point of contact encouraged to engage with bespoke solutions from within their local community
- Enhanced health and well-being of residents supported
- Reduced demand on Teignbridge District provision with people having their needs met from within their communities; preventing escalation into higher cost services
- Reduced loneliness and isolation for residents
- Residents seek and receive advice, information and connection to, and then make their own connections, into local community services moving to a model of independence in managing more of their own needs
- Improved data and intelligence at CVS
- Improved understanding of the community offer at TDC
- Intelligence from demand informs CVS and wider VCSE community development and potentially TDC grant programmes

## **Voluntary Sector Connector: Job Description**

### **Purpose**

To assess and support the needs of residents referred and to broker voluntary and community sector intervention that maximises long-term independence, choice and self-help and reliance

### **Key Tasks**

1. Accept appropriate referrals from TDC teams and carry out strengths-based conversations to understand both what matters to them and the need that can be met from within the community, recognising any concerns and fears
2. Ensure an enabling approach and connections that are relevant, proportionate and appropriate; value the contribution of wider family, carers and support workers where it is relevant to do so
3. Refer onto voluntary and community providers to provide services and support that meets the needs of those referred
4. On occasion refer into public services including Social Prescribers and Community Health and Care Teams or design innovative solutions that are supported by friends, neighbours and wider community
5. Work with Department Managers at Forde House to develop working relationships to ensure wider understanding of the offer and where community intervention will be appropriate
6. Maintain professional boundaries as per policies and procedures and effective working relationships with local services, specialist teams and with local VCSE providers
7. Ensure that Consent, Information Sharing, Data Protection and Freedom of Information requirements are adhered to
8. Ensure accurate record keeping that not only records one to one support provided but also feeds wider intelligence on need, services within the community and gaps to CVS and Teignbridge District

### **Administration**

- Provide both written and verbal updates and reports including monitoring data as needed.
- To maintain a database of activity, outputs and outcomes that will be used to report on activities to partners.
- To be self-serving administratively

### **Draft Referral Information**

Date	
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<b>REFERRER</b>	
TDC Department	
Referrer Name and Contact Details	
<b>RESIDENT</b>	
Name	
Contact Details	
Reason for Referral	
Other People involved (eg Social Care, Community Safety, Family)	
<b>CONSENT</b>	
Confirm consent to share received	

#### **BUDGET for 12 months**

Recruitment	£500.00	One-off
Salary and Oncosts	£21,324.00	Based on NJC pt 15 – FTE: £23,953 for 31.5 hours/week Includes 5.5% pension, Employers NI at 15.05%
IT and Mobile Phone Purchase	£620.00	One-off
Monthly Mobile Phone	£132.00	£11/month
Travel Expenses	£300.00	Annual
CVS Overheads	£1,038.00	Management, Audit, Insurance, Administration
<b>TOTAL</b>	<b>£23,914.00</b>	