

## Job Description

<b>Job Title:</b> Community Pathways Officer	<b>Service Area:</b> Adult Social Care	
<b>Directorate:</b> Adults and Health Operations	<b>Post Number:</b>	<b>Evaluation Number:</b> 7536
<b>Grade:</b> <b>S02</b>	<b>Date last updated:</b> March 2025	

### **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

### **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

### **SERVICE TRANSFORMATION**

Joined up horizontal working, integrated multidisciplinary delivery and matrix management. These are just a few of our initiatives which centre our services on Adults, families and carers. The Strategic Lead for New Ways of Working is required to be instrumental in championing service transformation, breaking down traditional silos and improving outcomes for Adults, families and carers through more holistic and productive ways of working.

## **Overview**

The Community Opportunities and Pathways Team is responsible for collaborating with a wide range of organizations and partners to support Care Act eligible residents in staying active and connected. The Service aims to:

- **Enhance Pathways:** Develop, enhance, and improve current pathways between Adult Social Care and community and universal offers, with a focus on prevention and supporting people within the community.
- **Create Community Opportunities:** Identify and create high quality, sustainable community opportunities that are flexible and person-centered, aimed at improving residents' skills, independence, and well-being.
- **Support Social Inclusion:** Identify and support lonely or socially isolated adults in accessing community-based activities and services, thereby improving their emotional and physical well-being and reducing the need for intensive, long-term Health and Social Care support.

- **Address Gaps in Provision:** Collaborate with partners and community organizations to identify and meet gaps in provision linked to resident interests.

### **Overall Purpose of the Role**

The post holder will effectively triage Care Act eligible residents to activities that offer meaningful connections and purpose. This role provides intensive, time-limited support as a preventative measure to counter the negative impact of isolation and loneliness, thereby prolonging residents' independence, enhancing their overall quality of life, and reducing long-term Health and Social Care costs.

### **Key Responsibilities:**

- Conduct initial assessments at residents' homes or community locations to establish mutually agreeable, strength-based goals and outcomes.
- Promote health and well-being initiatives that enable residents to stay independent.
- Provide appropriate support to achieve outcomes that prevent the need for additional social or health care.
- Liaise and collaborate with other health, social, and third sector services to meet residents' needs.
- Support the development and capacity of other services or organisations to meaningfully include individuals.
- Develop sustainable links with places where people experience a sense of belonging, and support colleagues in incorporating these approaches in their work.
- Assist lonely or isolated individuals in making meaningful connections within their community.
- Develop expertise and knowledge regarding support and opportunities in specific geographical areas and link people to these resources.

### **Job Context**

1. The post holder reports to the Community Pathways Manager.
2. The post holder will work closely with Community Neighbourhood teams, Adult Social Care staff, Health, and other relevant organizations across the Borough.
3. The post holder will be required to work some evenings, weekends, and occasional public holidays to meet service requirements and ensure appropriate representation of the Council with residents, the Mayor, elected members, and external bodies.
4. The post holder has no line management responsibility.
5. The post holder has no budget responsibility.
6. The post holder will be expected to work flexibly in line with the Council's improved ways of working policies and demonstrate ICT competencies and compliance with Newham Council's electronic systems.

## **Key Tasks and Accountabilities**

Key tasks and accountabilities are intended to guide the range and level of work expected from the post holder. This is not an exhaustive list, and employees may be required to undertake additional reasonable duties.

1. Promote participation of lonely or socially isolated adults (including carers, older, disabled, and vulnerable adults) in community activities by building connections with local organisations, community groups, businesses, GPs, community centres, and Community Neighbourhood activities.
2. Assist individuals in developing and expanding their participation in community activities and building relationships with friends and acquaintances.
3. Collaborate with others engaged in community building and network with community members and organizations to develop community-building strategies and opportunities.
4. Develop a detailed knowledge of the local area, working with community, faith, health, and voluntary groups, and enabling links with other preventative and community services.
5. Ensure active engagement of colleagues, residents, and key partners in service development and delivery, including managing communication requirements.
6. Proactively promote the aims of the service and increase awareness of loneliness, social isolation, and the importance of community connections with internal staff and external organizations.
7. Provide supervision and/or training to volunteers, sessional staff, or other personnel engaged in community-building activities, linking to Community Neighbourhood volunteers.
8. Be accessible to staff involved with the service and seek their opinions and ideas to inform work development.
9. Evaluate and share learning and theories with colleagues to shape work related to reducing loneliness in the borough.
10. Work flexibly to support community activities related to service promotion as required.
11. **Support Residents in a Person-Centred Way:**
  - Develop personalized care plans that reflect each resident's individual preferences, goals, and needs.
  - Engage in regular, meaningful conversations with residents to understand their interests and aspirations.
  - Facilitate residents' participation in activities that are tailored to their personal interests and abilities.
  - Monitor and review residents' progress and adapt support plans to ensure continued alignment with their changing needs and preferences.
  - Empower residents by involving them in decision-making processes regarding their care and community involvement.
12. Comply with the Council's equal opportunities policies.

13. Ensure compliance with requirements such as Disclosure and Barring Service (DBS) and training in line with statutory and regulatory requirements and London Borough of Newham procedures.
14. Participate in job-related training, staff meetings, and supervision meetings as required.
15. Clearly account for any finances associated with the post.
16. Maintain records as required by the department.
17. Carry out other duties as required, in keeping with the potholder's responsibilities.
18. Report progress against performance targets and strategic objectives to the Community Pathways Manager.
19. Serve as an ambassador for Newham's vision for adult social care and the delivery of Newham Council's diversity and equalities strategy in all aspects of their work.

## Person Specification

<b>Job Title:</b> Community Pathways Officer	<b>Service Area:</b> Adult Social Care	
<b>Directorate:</b> Adults and Health Operations	<b>Post Number:</b> TBC	<b>Evaluation Number:</b> 7536
<b>Grade:</b> SO2	<b>Date last updated:</b> March 2025	

### IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

CRITERIA	METHOD OF ASSESSMENT
<p><b>EQUALITY AND DIVERSITY</b></p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p> <p><b>PROTECTING OUR STAFF AND SERVICES</b></p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>	
<p><b>KNOWLEDGE:</b></p> <p>Excellent understanding of key national and local drivers that affect health and social care.</p> <p>Knowledge of community engagement approaches.</p> <p>Knowledge of Newham's key partners who can influence wellbeing.</p> <p>Knowledge of how to connect people in their community.</p>	<p>Application Form, Interview/ Application Form, Interview Test/Presentation</p> <p>Application Form, Interview</p> <p>Application Form, Interview Test/Presentation</p>

<p><b>EXPERIENCE:</b></p> <p>Experience of working in adult social care and/or the NHS or community or voluntary sector.</p> <p>Exposure and involvement to corporate agenda.</p> <p>Experience of working with multidisciplinary teams in changing and developing services.</p> <p>Proven experience of working collaboratively with stakeholders to evaluate and share learning to achieve service improvement.</p> <p>Demonstrable experience of community engagement including reaching diverse communities and people with a range of needs.</p> <p>Experience of developing networks internal and external to the organisation.</p> <p>Proven ability to work with and influence professionals.</p>	<p>Application Form, Interview</p> <p>Application Form,</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <p>Ability to communicate at all levels across the organisation, with partners and with individuals with a range of needs.</p> <p>Ability to produce clear reports.</p> <p>Ability to organise tasks and workload independently and to demonstrate accountability in supervision.</p> <p>Ability to capture accurate and reliable data to verify outputs and outcomes</p>	<p>Application Form, Interview,</p> <p>Application Form, Interview</p> <p>Application Form, Interview</p> <p>Application Form, Interview, Test/Presentation</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>This post is subject to an enhanced Adults DBS check.</p>	<p>Satisfactory clearance at conditional offer stage</p>