

Role Profile

Part A - Grade & Structure Information

Job Family Code	7PE	Role Title	Community Information Officer
Grade	PS7	Reports to (role title)	Community Information Team Leader
		Directorate / School	Adults, Wellbeing and Health Partnerships
JE Band	228-268	Service / Department	
		Date Role Profile was created	Sep-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>The purpose of this role is to provide information, guidance and resources about local services to enable residents to stay healthy and independent in their own communities. The role will identify personalised free/low cost support in the community for people who contact us. This could be a range of local support tailored to someone's needs. The role will connect people with informal community-based services that prevent, reduce or delay care and support needs from developing, as required by the Care Act 2014.</p> <p>Key outputs include to:</p> <ul style="list-style-type: none"> Ensure a wide range of information regarding local voluntary, community and faith sector services, support networks and solutions are available and accessible to the Connect to Community workforce. Ensure that the Connect to Support Surrey online directory is kept up to date with this information. Support social care practitioners and residents by providing strength-based community opportunities tailored to individual's needs. Speak with residents and provide personalised information or signpost to local free or low cost support, suitable for their needs and preferences. Identify gaps and trends in community provision and share this knowledge and insight with professional colleagues. Report data on how interventions have supported local people.
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Work Context	<p>This resource will support the Connect to Community function. It supports a model of social care that embeds local community resources and encourages behaviours which benefit the individual and enables the council to deliver services within the resources available.</p> <p>The role aims to:</p> <ol style="list-style-type: none"> 1) reduce, delay and prevent people developing social care needs and for our involvement to be noticed. 2) research and share what is available in the local community 3) support social care practitioners and residents to be able to connect into community opportunities 4) map and share insights into gaps and trends in community provision <p>The post holder will interact and work collaboratively with Connect to Community teams to share information and resources, and support practitioners to take a strength-based approach and develop creative solutions for local people. The post holder will provide training on local community assets and resources to social care practitioners (including social workers, occupational therapists, care practice advisors and social care assistants). They will retain links with community networks to maintain knowledge of local support. They will use the adult social care database to record their activity.</p>
Line management responsibility if applicable	None, but will have a role in the induction of new staff and may be asked to contribute to training and development of new and existing staff.
Budget responsibility if applicable	None.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Service Development</p> <ul style="list-style-type: none"> • Manage the daily running of a customer facing service to ensure a high level of customer satisfaction. • Review and make recommendations for the improvement of relevant business processes and practices. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Assist in development and project work, and working with other staff to provide information and feedback. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Maintain specialist archives or records relevant to the service area. • Provide advice and support to projects using specialist knowledge. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Maintain relevant accounts as part of the day to day running of the service. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and work in partnership with other internal departments, partner organisations, the community and volunteers. <p>People Management</p> <ul style="list-style-type: none"> • May coordinate, supervise and guide team members. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Vocational Qualifications Level 3/4 or equivalent in relevant field with practical knowledge of the service area, or equivalent experience. • For some roles a relevant degree may be required. • Understanding of relevant contextual legislation, processes and procedures relating to the service. • Ability to provide advice to members of the public and colleagues on specialist areas relevant to the role. • Good knowledge of basic IT software packages. • Sound knowledge of how to provide excellent customer care. • Effective written and oral communication and interpersonal skills able to build relationships with a range of stakeholders. • Problem solving skills or ability to undertake process or practice improvement with minimal support. • Ability to supervise others and work effectively as part of a team. • Ability to manage discrete projects or implement service improvements.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>For this role we will accept GCSE or equivalent qualification with appropriate experience and skills.</p> <p>Experience of direct work with people with different social care needs in a health or social care setting; in paid or voluntary capacity.</p> <p>Awareness of the principles of confidentiality and the importance of complying with confidentiality policies within the service.</p> <p>Basic understanding of common health conditions, associated impairments, mental health, and the disabling barriers individuals may experience eg dementia, stroke, arthritis etc.</p> <p>A commitment to continuing practice, and personal development and willingness to undertake in-house training and/or professional qualifications.</p> <p>Experience of working with communities and voluntary organisations.</p>
Role Summary	<p>Roles at this level provide a practical front line support service in a specialist area working as necessary with volunteers, community, professional groups and local organisations to ensure provision of a service. They may supervise a team and manage delivery in their own service area or hold knowledge used to provide a specialist service to the public with in-depth knowledge and understanding of a particular functional area. Planning and organising is a key element, mainly in terms of planning own time, planning and prioritising for the weeks ahead. Although most work will follow established patterns, initiative is needed to resolve problems and queries based on experience and judgement, mainly without reference to others, but with access to clear guidance.</p>