

Job Description

Job title

Village Agent (delivering Village Agent Plus in Fenland and South Cambridgeshire)

Overall purpose of the job

The Village Agent delivering our Village Agent Plus project across Fenland South Cambridgeshire strengthens rural communities by providing proactive, person-centred support to adults who are socially isolated, housebound or at risk of becoming disconnected from community life. The role builds trusted relationships with individuals, identifies emerging risks at an early stage, and helps people access appropriate services, information and community opportunities.

Through regular check-ins, home visits, practical support and effective partnership working, the Village Agent helps people remain safe, independent, connected and confident within their local communities. The role also contributes to monitoring, evaluation and learning to demonstrate the impact of preventative community-based support.

Main tasks

1. Build and maintain strong relationships with local residents, community groups, parish councils, health services, housing providers, volunteers and other partner organisations to identify needs, promote the service and strengthen referral pathways.
2. Receive, assess and triage referrals from individuals and partner organisations, determining appropriate levels of support and ensuring people access the right services and opportunities at the right time.
3. Manage an active caseload of adults who are socially isolated, housebound or at risk of disengaging from community life, providing regular telephone check-ins, home visits and person-centred support to improve wellbeing, confidence and independence.
4. Identify emerging risks and barriers affecting individuals, including loneliness, declining mobility, financial hardship, digital exclusion, housing concerns and deteriorating wellbeing, taking appropriate action and making timely referrals where required.
5. Support individuals to access services, benefits, advice, community activities, Community Hubs and other opportunities that help them remain safe, connected and independent within their communities.
6. Provide practical wellbeing support, including advice relating to energy affordability, income maximisation, the Priority Services Register and other support schemes relevant to individual circumstances.
7. Identify and appropriately respond to safeguarding concerns and wellbeing risks, maintaining professional boundaries and following organisational safeguarding, lone working, health and safety, confidentiality and data protection procedures at all times.

8. Maintain accurate case records, contact logs and monitoring information using the organisation's CRM and reporting systems, ensuring compliance with GDPR requirements and contributing to effective service management.
9. Collect outcome and evaluation data, including participant feedback and case studies, and contribute to project reporting, partnership working and continuous improvement of the Village Agent Plus service.

Safeguarding commitment

We are committed to safeguarding and promoting the welfare of children and young people and/or vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Minimum level of qualification required for this role:

Qualification required	Subject	Essential / Desirable
Level 2 qualifications including GCSEs (at grades 9 – 4 or A* - C, or O levels at grades A - C), Level 2 NVQ, Level 2 National Diploma or Certificate, Intermediate Apprenticeship or equivalent experience in a relevant field.	Health and/or care; community work; community development work or a related field.	Essential

Minimum levels of knowledge and experience required for this job:

Identify	Describe	Essential / Desirable
Community wellbeing and support	Understanding of the factors contributing to loneliness, social isolation and reduced independence in rural communities.	Essential
	Understanding of preventative approaches that support people to remain safe, connected and independent within their communities.	Essential

Identify	Describe	Essential / Desirable
	Experience of providing one-to-one support, outreach, advice or casework with adults.	Essential
	Experience of supporting individuals with multiple or complex wellbeing, social or practical support needs.	Essential
	Experience of identifying needs, assessing risks and making appropriate referrals.	Essential
	Experience of working with adults who may be vulnerable, isolated or experiencing barriers to accessing support.	Essential
	Experience of giving practical advice, information and support to others.	Essential
Partnership working	Experience of developing positive working relationships with partner organisations, community groups and volunteers.	Essential
	Knowledge of stakeholder engagement, community mapping and relationship management.	Essential
Data and information management	Experience of maintaining confidential records and handling sensitive information appropriately.	Essential
	Experience of collecting and recording monitoring information and outcomes.	Essential
	Understanding of GDPR and data confidentiality principles.	Essential
Community engagement	Local knowledge of the communities served by the project, or the ability to develop this quickly.	Essential
	Experience of working with community groups, volunteers and local organisations.	Essential
	Experience of supporting Community Hubs or similar community-based initiatives.	Desirable

Identify	Describe	Essential / Desirable
	Experience of developing networks and community engagement activities.	Desirable
Communications	Experience of producing social media content, case studies, newsletters or community communications.	Desirable
	Experience of organising community events, information sessions or engagement activities.	Desirable
Equality, diversity and inclusion	Understanding of equality, diversity and inclusion and the ability to apply these principles in practice.	Essential
Safeguarding	Understanding of safeguarding responsibilities and safe working practices relating to adults at risk and vulnerable individuals.	Essential
	Ability to identify concerns, maintain professional boundaries and follow safeguarding procedures appropriately.	Essential

Minimum skills and personal qualities required for this job:

Identify	Describe	Essential / Desirable
Communication	Excellent interpersonal and relationship-building skills.	Essential
	Ability to build trust with people who may be isolated, anxious, reluctant to seek support or lacking confidence.	Essential
	Ability to communicate clearly and sensitively with a wide range of individuals and organisations.	Essential
	Ability to contribute written information for reports, monitoring returns, case studies and presentations.	Essential

Identify	Describe	Essential / Desirable
	Ability to develop and maintain effective partnerships with community organisations and stakeholders.	Essential
Administration and digital skills	Ability to use Microsoft Office applications including Outlook, Word, Excel and Teams.	Essential
	Ability to undertake internet-based research.	Essential
	Ability to use CRM systems for case recording and monitoring or willingness to learn.	Essential
Self-management	Ability to manage a varied caseload and competing priorities.	Essential
	Ability to work independently and use initiative.	Essential
	Ability to maintain professional boundaries and manage expectations appropriately.	Essential
	Ability to maintain accurate records and attention to detail.	Essential
	Commitment to continuous learning and professional development.	Essential
	Ability to travel extensively across Fenland and South Cambridgeshire, including undertaking home visits and occasional evening or weekend work.	Essential

Disclosure level

What disclosure level is required for this post?	☐	None	☐	Standard
	☐	Enhanced	☒	Enhanced with barred list checks

Other key information about this job

Who the role reports to:	Community Wellbeing Manager
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Working hours:	35 hours per week, which may include some evening or weekend work. Cambridgeshire ACRE operates a flexible working system.
Office base:	Homeworking: office accommodation can be provided if required.
Organisation job type:	Admin / Support
Salary:	SCP 7 on the NJC payscale (currently £27,274 per annum for a 35 hour week) plus contributory pension scheme and travel expenses.
Annual leave:	25 days per annum plus bank holidays.
Contract type:	Fixed term until 31-Mar-2027.
Staff to be directly managed:	None