

# Care Community Connector

Building sustainable and honest relationships.



## Aspiration

The Care Community Connector aspires to become a 'patient and community champion' by ensuring people are connected to the right support they need, through the most appropriate person/service, at the time they need it. They aspire to see a coordinated network of services and people built around the person, using their experience to ensure that people get the most appropriate care that helps them transition to home, and are supported across their care journey, informed and involved around key decisions that arise. They strive to ensure people are connected to local sources of support that meets their needs. They aspire to be a valued part of the Multidisciplinary Team working in Dr Gray's, collaborating with wider staff in order to support seamless care journeys for the people of Moray.

## Speciality

The Care Community Connector specialises in organising, coordinating and regularly reviewing support around the person as they transition to home. They have extensive awareness of what current services are available and help overcome the challenge of geographic restrictions by keeping an up to date database of information on locality-based services. The Care Community Connector has a key strength in supporting people to build and maintain a strong network or support that begins in the care environment (prior to discharge) and develops as the person continues their care journey.

# Job Advert



## Description

As a Care Community Connector you will be required to work comfortably with a range of people as part of a MDT using your communication and interpersonal skills to engage with wider stakeholders across Moray to make connections to build support around the person. The role will support an 'enabling' approach and being a consistent point of contact for the person as they transition from hospital to the place they call home. The role will bring the knowledge of the services and facilities that are offered within care 'in between' in Moray so that the person and those providing care can make informed decisions around the most appropriate support.

## Purpose of Role

The Care Community Connector is primarily to facilitate relationships among people receiving care, families, health and social care staff and wider support and community services across Moray. The role will build awareness among people receiving care and staff on how they can best use the existing services and facilities to build confidence in people to be empowered in their own care. This will be achieved by developing and maintaining meaningful relations between people receiving care and their wider care circles (including family and service providers). The Care Community Connector will focus on understanding a person's own goals and working as a team to achieve them. As part of this, the Care Community Connector will play a key role in building respect for all roles, services and people who provide care across all parts of the system. The end goal is to facilitate the connections and relationships that are required to build support around the person that enables them to positively transition to the place they call home.

## Who will you work with?

The Care Community Connector will work primarily with people receiving care and their families, as well as members of the MDT at Dr Gray's, and people who are part of a person's care circle (those who provide care and support). You will also build relationships with local Third sector, charity and community led groups/organisations to facilitate new connections and opportunities for people receiving care.

## Key Responsibilities

- Curate a knowledge database on existing support and services available in Moray
- Establish relationships with key stakeholders (e.g., Third Sector, Independent Sector and Community services) and support the development and sustaining of these relationships/networks
- Participate in the MDT to work with the team to meet the person's needs and goals
- Support connections between the MDT and the person receiving care, to wider services and support across Moray
- Promote independence and self-confidence among people receiving care
- Understand the persons own goals and their aspirations for their transitions from hospital to the place they call home
- Explore opportunities for technology to support and enable people to have a positive transition to the place they call home
- Provide clear communication to support people receiving care to make informed decisions
- Promote working within health and social care as a valuable and valued profession.