Draft **Service Offer for a Community Agent 04/07/2017**

**Community Agent** Main tasks of Community Agent:

* Work with the Community Council to support older and vulnerable people within the community
* Reduce isolation and loneliness for older people in the area
* Respond to the issues and needs identified and provide accurate, high quality information
* Create referrals to relevant agencies and service providers
* Access and maintain client records
* Effectively promote the Community Agent Service and engage older people in the most appropriate way, via Rainbow Centre newsletter ‘Something for Everyone’, word of mouth, facebook page, local community notices and notice boards
* Establish local drop in sessions and diary for home visits
  + coffee mornings…i.e. pop up ‘Enfys Café’ in Overton Surgery
  + at local events, and
  + via home visits
* Prepare monthly progress reports for the Community Council
* Monitor Service Outcomes

**The Rainbow Centre, Penley – Proposed Service Offer**

* Appoint a Community Agent

- approx. 10-12 hours a week Outreach Work within the Community

* Managed within the Rainbow Centre, including use of our staff handbook, and procedures and policies, including Lone Working Policy
* Provide office space and admin support
* Promote the service locally and through marketing activity – via the Rainbow Centre website and facebook site (latest Community Council post seen by 0ver 2000)
* Home visits for local older people, to promote access to services and activities
* Drop ins at local venues - Outreach could be at Overton Surgery
* Provide accessible transport on Thursdays for people to attend group/s, events, coffee morning \_ these could be hosted by Enfys Café
* Pilot some of our peer support groups at local venues – i.e. knit and natter, or other groups that are in demand
* Element of hand holding to enable older people to confidently access services
* Report back to the Community Council

**If you want to take this forward:**

* Clerk to write to Jo Ward, Commissioning & Planning Manager at Wrexham Council to express an interest, stating you would like to push ahead in appointing a Community Agent and see it as necessary for the local rural area to reduce isolation and improve equality of access to services. Please can they release funds accordingly.