

Reporting to:	Operational Manager
Location:	Providing outreach across the Gwersyllt Community Council area. Based in the community with access to The Rainbow Foundation hubs in Penley and Marchwiel
Salary:	£12.60 per hour + travel expenses
Hours:	Part time – 16 hours per week
Annual Leave:	33 days a year incl. bank holiday.
Employee benefits:	Paid travel between sites Holiday pay and pension scheme. Full training and support given. Supportive team environment where you can make a real difference and support the community.
Contract:	Fixed term contract until March 2026. Could be extended subject to successful tender.
Closing date:	Wednesday 24th September 2025
To apply:	apply online at www.therainbowfoundation.org.uk/community-agent/
Submit to:	careers@therainbowfoundation.org.uk

If you would like to discuss the role in more detail, please contact Vicki Coombe at the Rainbow Foundation on 01948 830730.

About the Rainbow Foundation

The Rainbow Foundation is an active ageing charity which has successfully worked to improve the health and wellbeing of our communities since 1994. In 2023 we were announced the overall winners of the GSK IMPACT Awards in partnership with the King's Fund, which nationally recognises our outstanding work in health and social care.

All our services put the needs of our clients and staff at the forefront of what we do. As a charity we are driven by excellence over profits.

Rainbow's Strategy and Vision

Vision: Of an age friendly community in which people lead healthy fulfilling lives as engaged citizens, with right of access to quality services both in their locality and according to their needs.

Mission: To empower people of all ages to retain as much independence as possible with an emphasis on rights, value and contribution,

and to support people to regain their sense of worth and discover their full potential, by supporting them in making changes to bring this potential into the world and ensuring their voice is heard.

Our Purpose: We are doers. We are a community. We change lives.

Our Values: Passion Ambition Respect Dignity Opportunity Empowerment

Passion – for our cause and the challenge that lies ahead

Ambition – to go the extra mile and drive the change that must happen

Respect – for ourselves, each other, our volunteers, our partners and our beneficiaries

Dignity – for our beneficiaries, listening and valuing their judgments and concerns to ensure they have better control over their lives; ensuring decisions are made with their input about their health or their own individual needs that is critical to a sense of dignity and self-esteem.

Opportunity – for our staff to create impact, and for beneficiaries to thrive by embracing the 5 ways to wellbeing; connect with others, be physically active, learn new skills, give, and pay attention to the moment.

Empowerment - empowering our clients to live their best life, and empowering our staff to deliver the best service possible so we deliver and achieve the most for our clients

If you are aligned to our mission and values now is an exciting time to join team Rainbow, in a role that will be both personally rewarding and make a real difference to the lives of those we support.

inclusive culture # belong # create real impact # grow

Your role: job summary

Community Agents are an innovative response to a recognised need that many people living in our communities are unable to connect with key services that help and maintain well-being and support their quality of life. Community Agents work with the over 50s in Wrexham, providing easy access to a wide range of information that will enable them to make informed choices about their present and future needs. The aim is to help older people feel more independent, secure, and cared for, and to have a better quality of life. Community Agents will support people living in our rural area, bridging the gap between the local community and the statutory or voluntary organisations, and offering help or support.

Overall purpose of the Community Agent/s

- Visit people to identify the need for advice, support, adaptations, independent living skills and social interactions.
- Provide high quality information and support and promote healthy living via access to a wide range of services.
- Develop social networks and local activities that support health and wellbeing which can be sustained by the community in the longer-term.
- Develop and maintain effective working relationships with all partners, stakeholders and local organisations.
- To engage in local group activities that are attended by people over 50 so the community agent role becomes embedded in the local community.

Role Responsibilities:

- Engage face to face with service users to identify needs and appropriate interventions
- Work in both a reactive and proactive way to support older and vulnerable people within that community.
- Help people help themselves or one another through initiatives to facilitate and support increased – Individual and community capacity - Social inclusion and community networks - Sustainable caring roles
- Develop an understanding of community assets and activities in the area and work with Community Council representatives to promote and arrange activities
- Help people maintain or regain independence through - living skills, adaptations, and enablement approaches - Simple safeguards and new technologies - Advice, information and advocacy regarding appropriate housing and support.
- Engage with the service user in a friendly, courteous, prompt, and appropriate manner, using excellent communication skills and always ensuring delivery of high-quality customer service at all times.
- To be aware of the particular needs of the client group including those unable to access services directly and to refer these clients onto other services effectively.
- Access and accurately maintain electronic/hard copy client records, calls and referrals ensuring compliance with the Data Protection Act,

- Use IT equipment appropriately and effectively.
- Effectively promote the Community Agent service and engage older people in the most appropriate way.
- Maintain a database of clients to assist with the monitoring of outcomes of the service
- Adhere to all health and safety requirements both in the home and in the communities taking reasonable care not to do anything that may endanger yourself or others.
- Prepare monthly progress reports for the Community Council Stakeholder Group and give presentations on work undertaken.
- You will work within the government guidance of Covid 19.

Other duties:

- Carries out additional tasks that may be required from time to time to achieve agreed service outcomes
- Undertakes continuous professional development and training, constructively participating in meetings, supervision and other events designed to improve communication and assist with personal skills development within the role.
- Ensures that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Maintains confidentiality of all information and records relating to the work of The Rainbow Centre and work undertaken for monitoring and evaluation purposes.

PERSON SPECIFICATION

Post: Community Agent

SKILLS ATTRIBUTES KNOWLEDGE AND EXPERIENCE	
Essential	<p>A good standard of education, educated to GCSE or equivalent by experience</p> <p>Highly organised, self-motivated, and able to manage own workload</p> <p>Strong attention to detail</p> <p>Desire to help people and commitment to the needs of older people</p> <p>Non-judgemental, positive in outlook, pragmatic and a good problem solver</p> <p>Excellent communication and interpersonal skills and the ability to interact with self-assurance with a wide range of people</p> <p>Ability to maintain confidentiality</p> <p>Able to embed the service into the local community</p> <p>Develop strong links with established groups in the local area</p> <p>Ability to present clear and concise information in different formats and to different audiences</p> <p>Ability to acquire relevant knowledge</p> <p>Effective record keeping</p> <p>Broad and confident skills in ICT</p> <p>Flexible and responsive in your approach to work</p> <p>Knowledge of local area served by the scheme</p> <p>Experience in providing information to members of the public</p> <p>Experience of working with external partners (Social Services, Health Care, Community Groups etc)</p>

	Previous experience in a professional role that complements the role of Community Agent
Desirable	<p>Experience of managing a caseload</p> <p>Qualification in relevant subject such as Health and Social Care, Counselling, Advocacy or Mental Health is desirable but not essential</p> <p>Local knowledge of the Gwersyllt is desirable</p>
Others	<p>Must have a car and driving licence (A)</p> <p>Ability and willingness to work outside normal office hours when required – for example to attend a coffee morning on a Saturday</p>

The Rainbow Foundation is an accredited Real Living Wage employer; we have an Employment Assistance Programme in place to support our staff's wellbeing and are an Equal Opportunity employer.

