

JOB DESCRIPTION

Job title:	Social Prescribing Link Worker
Salary:	£25,712.92
Location:	Seaforth and Litherland PCN
Hours:	Full-time post at 35 hours per week
Term:	until end Dec. 2021 with possible extension
Accountable to:	Sefton CVS Line Manager

Job Purpose

The Social Prescribing Link Worker will be employed by Sefton CVS and will work as part of one team, with 10 other Link Workers across 2 host organisations, providing a social prescribing service to GP practices, aligned to the Living Well Sefton model.

The Link Worker will work holistically to support individuals to take control of their health and wellbeing based on a 'what matters to me' approach by connecting people to a broad range of community groups and services. The Link Worker will support people to increase their resilience and reduce the impact of health inequalities by addressing the wider determinants of health such as debt, poor housing etc.

The Link Worker will also support existing VCF sector groups to be sustainable; identify gaps in services, and work with the Sefton CVS Group Development Team to develop new initiatives to meet local needs.

Duties and Responsibilities

Working with Primary Care colleagues

- Work within GP surgeries to identify and support individuals who would benefit from social prescribing support. Initially taking referrals from Primary Care, once the service is established referrals will be received from a broad range of statutory and non-statutory services.
- Build relationships with key practice staff, promoting social prescribing and its benefits to encourage a proactive approach to referrals.
- Work closely with the identified leads for social prescribing and the GP supervisor within the area.

- Be an active member of the multidisciplinary team within developing integrated care teams, attending a range of meetings to offer input around social prescribing including multi-disciplinary team meetings in practices, 'early help' huddles and others as appropriate.
- As a representative of the GP surgeries, be proactive in developing strong links with all local agencies to encourage referrals, confidence in service and effective partnership working.

Providing individualised care to members of the community

- Provide personalised support to individuals, their families and carers to take control of their wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and the opportunity to reflect on 'what matters to me'.
- Meeting people on a one to one basis, including home visits, to provide non-judgemental support and information respecting choice and diversity and giving people the time to build trust with the link worker.
- Working with a strength-based approach focusing on the person's assets, co-produce a personalised support plan, to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services.
- Managing and prioritising a caseload including competing demands from a range of practices.
- Maintain a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.
- Where appropriate, physically introduce people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.

Supporting an increase in community resilience

- Maintain a thorough awareness of the community assets available in the network area.
- As a representative of the LWS partnership and the employing organisation the link worker should develop good working relationships with community groups and organisations within the local area footprint and across the borough, maintaining high levels of professionalism at all times.
- Work with the Living Well Sefton programme management team to ensure that groups receiving referrals are safe and quality assured and able to meet the needs of the clients referred.
- Ensure that groups and organisations are not negatively impacted by receiving social prescribing referrals by ensuring all referrals are appropriate and that they have the capacity to support those referred.
- Work with the LWS programme management team and Sefton CVS locality teams to identify where groups may need support to increase their resilience and sustainability.

- Work with members of the community, partner agencies, LWS partners and Sefton CVS teams to identify gaps in provision and work collaboratively and creatively to address unmet needs including supporting groups and individuals to develop new projects and access available funding.

Working as part of the Living Well Sefton partnership

- Support the LWS programme management team to monitor the effectiveness of the programme by ensuring client records are up to date, providing regular updates to the programme management team, completing case studies and providing additional information as required.
- Be an active member of the Living Well Sefton team, working with mentors to support clients to improve their health and wellbeing, taking part in training and development days, identifying potential for collaboration and promoting the wider service.
- Attend regular social prescribing team meetings to ensure best practice is shared, refine referral processes and data capture and access peer support from the link worker team.

General

- Working with the line manager of the post to identify training needs and undertake continuing professional development as appropriate.
- Participate in local mandatory and other professional training and development including MECC and HNA training.
- Participate in nationally required NHS Link Worker training.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Work with your line manager to access regular 'supervision', to enable you to deal effectively with the difficult issues that people present.
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.
- Undertake other duties as may be reasonably required within the general terms of the job description.

SOCIAL PRESCRIBING – LINK WORKER

PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	HOW TESTED? Application Form/Interview/Reference/Test
QUALIFICATIONS AND TRAINING		
<ul style="list-style-type: none"> NVQ Level 3 in health care or equivalent in a relevant field 	D	Application
<ul style="list-style-type: none"> Higher education qualification relevant to the role 	D	Application
<ul style="list-style-type: none"> Evidence of continued professional development appropriate to the role 	E	Application/Interview
KNOWLEDGE AND SKILLS		
<ul style="list-style-type: none"> Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including a strong understanding of information governance and GDPR requirements 	E	Application/Interview
<ul style="list-style-type: none"> A thorough understanding of safeguarding issues for adults and children including high levels of confidence in appropriately raising safeguarding concerns in line with local policies 	E	Application/Interview
<ul style="list-style-type: none"> Ability to prioritise and organise own work load 	E	Application/Interview
<ul style="list-style-type: none"> Knowledge of the ‘personalised care’ approach 	E	Application/Interview
<ul style="list-style-type: none"> Knowledge of the ‘wider determinants of health’ and their impact on communities 	E	Application/Interview
<ul style="list-style-type: none"> Ability to evaluate and implement appropriate service developments with support from managers 	E	Application/Interview
<ul style="list-style-type: none"> Excellent communication and interpersonal skills, able to communicate with people at a range of levels 	E	Application/Interview

<ul style="list-style-type: none"> • Ability to work independently, under pressure with flexibility 	E	Application/Interview
<ul style="list-style-type: none"> • Excellent team working skills 	E	Application/Interview
<ul style="list-style-type: none"> • A clear understanding of the principles of health improvement and behaviour change 	D	Application/Interview
<ul style="list-style-type: none"> • Excellent understanding of the range of community services available in Sefton 	E	Application/Interview
<ul style="list-style-type: none"> • Willing to work flexibly outside normal working hours to meet the needs of the service 	E	Application/Interview
<ul style="list-style-type: none"> • Good IT skills, confident in using a range of IT platforms, applications and devices 	E	Application/Interview
EXPERIENCE		
<ul style="list-style-type: none"> • Extensive experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc. 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of supporting and empowering individuals to make positive changes in their lives 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of working as part of a multi-disciplinary team in a range of settings 	E	Application/Interview
<ul style="list-style-type: none"> • Experiencing of managing and prioritising a case load of clients with competing demands 	E	Application/Interview
<ul style="list-style-type: none"> • Experience of using databases, developing evaluation materials & reports 	D	Application/Interview
<ul style="list-style-type: none"> • Experience of working with voluntary, community and faith groups in Sefton including small and volunteer-led groups 	D	Application/Interview
<ul style="list-style-type: none"> • Experience of working collaboratively, across organisations to build relationships and improve outcomes for clients 	E	Application/Interview
PERSONAL REQUIREMENTS		
<ul style="list-style-type: none"> • Self-motivated, resilient and a resourceful problem solver 	E	Application/Interview
<ul style="list-style-type: none"> • High levels of emotional intelligence able to quickly build rapport and positive working relationships 	E	Application/Interview
<ul style="list-style-type: none"> • Full driver's license and use of a vehicle for work 	D	Application