

# JOB DESCRIPTION/PERSON SPECIFICATION

## POST: SOCIAL PRESCRIBING LINK WORKERS PRIMARY CARE NETWORK & MENTAL HEALTH INTEGRATED PLACE BASED TEAMS.

**Post details:** Link Worker 37 hours per week Salary £23,541 pro rota

**Pension:** 6% employer salary contribution

**Contract duration:** Full time roles.

**Office base:** Posts based within Mental Health Integrated Place Based teams-Grantham, East Lindsey, East Coast & Stamford.  
Primary Care networks-East Lindsey & Sleaford.

**Hours of work:** Full time and part time positions available. Hours per week flexible to the needs of the contract. Evening and weekends may be required.

**Holidays:** 25 days per year + Bank Holidays pro rota. Plus 3 additional leave days to be taken between Christmas and New Year.

**Responsible to:** The Social Prescribing Lead

### Key Responsibilities & purpose of the role (s):

Social prescribing empowers people to take control of their health and wellbeing through referral to non-medical 'social prescribing link workers' who give time, focus on 'what matters to me' and take a holistic approach, connecting people to community groups and statutory services for practical and emotional support. Link workers support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local partners.

Social prescribing can help to strengthen community resilience and personal resilience and reduces health inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities. It particularly works for people with mental ill health or those who are at risk of social isolation.

Social prescribing is an important part of the Framework for Community Mental Health Support, Care and Treatment for Adults and older Adults, the Personalised Care national service specification and also local priorities.

The social prescribing service also offers a digital interface to enable link workers to support people both face to face and via an app.

### Detailed Responsibilities

#### A. Service Delivery

- Work alongside health care practitioners as part of a multi-agency team supporting people.
- Provide personalised support to people, their families and carers to take control of their health and wellbeing.
- Proactively identify people's needs using approved tools and procedures to ensure people get the right support to meet their needs.
- Provide information on community activities and services locally, including signposting and coordinating pro-active referrals.
- Work with people accessing the service to continually develop the service e.g., focus groups, surveys, feedback.
- Work proactively with health care professionals, community organisations and the wider team to stimulate referrals.
- Provide timely feedback to referral partners on the support provided to patients.
- Work with the team to scope and map local services to address a range of welfare, employment, healthy lifestyle, social and support needs.

- Contribute to the ongoing development and maintenance of our database of services and activities.
- Support marketing and promotion of the service in line with the service aims.
- Ensure best practice is reflected on and implemented.
- Promote a culture based on the principles of person-centred support, ensuring dignity, choice, respect, independence and rights are upheld at all times.
- To seek advice and support from the healthcare team leads and/or identified individual(s) to discuss patient-related concerns (e.g., abuse, domestic violence and support with mental health), referring the patient back to the GP or other suitable health professional if required.
- Support the implementation of the digital platform supporting a wider range of people to access support and activities.

## **B. Service Development**

- In partnership with the Strategic Lead, develop and review operational plans for the effective delivery and ongoing development of the service.
- As part of the wider social prescribing team develop and maintain quality assurance and improvement systems that monitor standards and support high quality service delivery.
- In liaison with the Strategic Lead and key stakeholders, contribute to the strategic planning and development of the service.

## **C. External Partners and Communication**

- Develop and maintain effective relationships and communication with stakeholders including health professionals and wider social prescribing initiatives.
- Develop and maintain effective working relationships with key service providers to ensure effective and smooth onward referrals.
- Develop and maintain good communication with people accessing the service to ensure the needs and preferences of individuals are met.

## **D. Monitoring, Reporting and Evaluation**

- Contribute to the monitoring and evaluation of the service and its effectiveness.
- Maintain systems to keep accurate records relating to the delivery and outcomes of the service including patient case notes.
- In partnership with the Strategic Lead, implement referral feedback processes e.g., to GP, clinical nurse specialists, LPFT, etc.

## **E. Training and Development**

- Attend one-to-one meetings and annual performance appraisal meetings with the Strategic Lead.
- Undertake regular training for the development of the service and individual career progression.
- Training on the Vitrucare digital platform, including functionality on tracking, video conferencing and secure messaging.
- To work with your supervisor and/or line manager (if different) to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.

## **Additional Responsibilities**

- Adhere to our policies and procedures at all times including Equal Opportunities, Health and Safety, Lone Working, Boundaries and Safeguarding.
- Ensure the Social Prescribing service reflects the vision, mission and values of our organisation.
- Take responsibility for producing own correspondence, performing and maintaining administrative tasks, in line with the team.
- Undertake any other additional tasks as reasonably deemed appropriate by the Strategic Lead.

## **PERSON SPECIFICATION**

### **Qualifications**

- Level 4 or equivalent and/or experience of client focused service delivery in a community or clinical setting e.g., mental health, advocacy, nursing, psychology, physiotherapy, occupational therapy, counselling and/or social work.

### **Essential Experience**

- Experience of delivering person-centred services.
- Experience of developing and maintaining partnerships with a range of stakeholders.
- Experience of using and maintaining databases and client notes.
- Experience of working with health care professionals.
- Experience of supporting people with severe and enduring mental health needs. (Integrated Place Based Team Link Workers Specific)

### **Essential Skills**

- Ability to develop and deliver quality services.
- Experience of working with people from a range of backgrounds, abilities and ethnicities, including multi-morbidities.
- Ability to actively listen, empathies with people and provide person-centered support in a non-judgmental way.
- Able to get along with people from all backgrounds and communities, respecting lifestyles, choices and diversity.
- Commitment to reducing health inequalities and proactively working to reach people from all communities.
- Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.
- Strong motivational skills with the ability to innovate and inspire.
- Excellent co-ordination and organisational skills, including ability to prioritise and plan own workload, manage multiple tasks and work to tight deadlines.
- Commitment to collaborative working with all local agencies (including VCSE organisations and community groups).
- Able to work with others to reduce hierarchies and find creative solutions to community issues.
- Excellent communication, interpersonal, written and presentation skills, including communicating with a variety of audiences.
- Ability to deal with complex and difficult emotional situations.
- Can demonstrate personal accountability, emotional resilience and ability to work well under pressure.
- Ability to work unsupervised and to make decisions while prioritising ever changing workloads.
- High level of computer literacy including applied knowledge of Microsoft Office (Word, Excel and Outlook).

**Essential:** Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes.

### **Personal Attributes**

- Self-motivated.
- Discretion in handling of all confidential and sensitive data.
- High degree of empathy, understanding, diplomacy, honesty and integrity.

### **Desirable Experience**

- Experience of working holistically with clients using motivational interviewing and/or coaching techniques.
- Interest in digital technologies.

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with position. This description will be open to regular review and may be amended to take into account development within Integrated Community Mental Health services and or the Primary Care Networks. All members of staff should be prepared to take additional duties and or relinquish existing duties in order to maintain the efficient running of the organisation. This document may be amended, following consultation with the post-holder to facilitate the development of the role and or the individual.