



Role Profile

Job Title Social Prescribing Link Worker	Grade/ Level: M	Post Number:
Directorate: Public Health	Job Family: Community Health and Wellbeing	Date Prepared: 25/09/19

Role reports to Community Participation Manager

*Please attach an organisation chart showing where this job reports within the structure.

Role Overview

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

Role Purpose

Social Prescribing link workers will work as a key part of the primary care network (PCN) multi-disciplinary team. Social Prescribing can help PCN's to strengthen community and personal resilience, reduce health inequalities (in relation to timely access and outcomes) and wellbeing inequalities by addressing the wider determinants of health such as debt, poor housing and physical inactivity by increasing peoples active involvement with their local communities. It particularly works for people with long term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing.

Key Accountabilities:

You will be required to (with support and training as appropriate)

1. Work with direct supervision by a GP, taking referrals from a wide range of agencies, including PCN's GP Practices and multi-disciplinary teams in 2019/2020 and from 2020/2021
2. Establish partnership working with GP practices so that the role is seen as a key member of the extended community practice team
3. To support people to develop healthy lifestyles through improved understanding of the choices that they make.
4. To identify and utilise community and voluntary resources to improve individual self-care and to highlight ideas and areas of needs for future community and voluntary service provision.

Supplementary Accountabilities:

- Attend team meetings and on-going training and development sessions, to share good practice and develop knowledge and expertise
- Keep abreast of local and national changes in services and opportunities, to ensure knowledge and practice is up to date

Job Scope: *Number and type of jobs directly managed:*

Job Scope: *Direct responsibility for financial resources and / or physical assets*

Budget:

Assets:

Title:

Page

Knowledge and Experience:

Knowledge

- Knowledge of community resources across health, social care and the voluntary and community sector
- Knowledge of the boundaries of confidentiality and safeguarding
- Knowledge of health, social care and voluntary and community sector services and networks in Swindon
- To apply knowledge from your own background to the development and delivery of effective working for service users

Experience:

- Experience of working in health, social care, voluntary and community sector environment/in a variety of settings.
- Experience of using coaching and/or motivational interviewing or similar techniques.
- Experience of being creative and innovative to find out of the box solutions.
- Experience of reflective working to improve performance.
- Experience of working in a culture of honesty and transparency.
- Experience of seeking support, consultation and advice from colleagues.
- Experience of working collaboratively with other workers/agencies in order to coordinate a multi-agency package of support.
- Confidence and experience to make appropriate autonomous decisions within the framework agreed via line management supervision.
- Experience of working in or with the Voluntary and Community sector.
- Experience of working on a one to one basis supporting an individual's Health and Wellbeing

Decision Making:

- Ability to learn, be open to change and to demonstrate a can do attitude.
- Ability to work on your own initiative and also work collaboratively as part of a wider team.
- Ability to fully involve service users in the development of their plans to manage their long term condition.
- Ability to prioritise and manage a changing workload with support using a wide range of strategies.
- Ability to facilitate appropriate interventions for a finite period of time (to suit the client) and to ensure robust transition arrangements are in place to encourage confidence in the client to self-manage

Contacts and Relationships:

- Ability to connect with people and put them at ease
- Ability to be emotionally literate and empathetic.
- Excellent communication skills and an active listener.
- Ability to build effective, respectful relationships with service users within a diverse community.
- Good Coaching, motivational interviewing and listening skills, with empathic approach and ability to put the service user's need first.
- Ability to engage with members of Primary Health Care teams and other local resources.

- Will need the ability to build strong and constructive working relationships with:
 - Clients and families.
 - Variety of professionals and teams.
 - GP surgeries and teams

- Community and Voluntary organisations.
- Colleagues

Creativity and Innovation:

- Ability to be flexible and creative in order to find solutions for service users that result in achieving greater and lasting resilience and independence.
- Creative solutions to problem solving on an individual basis and as a team
- Creating stories and journey logs for individuals and groups

Emotional Demands of the job:

- Working with vulnerable clients and those with long term health conditions
- People struggling to cope with their condition - physically and emotionally
- Dealing with potential safeguarding concerns

Title :

Page

Job Specific Competencies

DBS disclosure would be required.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: