

## **JOB DESCRIPTION**

<b>Job title:</b>	Social Prescribing Link Worker (Swaffham and Downham PCN)
<b>Service:</b>	Norfolk Services
<b>Salary:</b>	Grade 2 (upper) point 16-19: £23,766 - £26,177 FTE (£12,846.49 – 14,149.73 per annum)
<b>Hours:</b>	20 hours per week (part-time)
<b>Location:</b>	Swaffham Community Centre
<b>Responsible to:</b>	Norfolk and Suffolk Services Manager

### **Summary of job:**

This is a very exciting opportunity to join a new team working as Link Workers funded by the PCN and hosted in the voluntary sector. The Link Workers are working closely with the existing clinical teams in the seven GP Practices in the Swaffham and Downham PCN surgeries including the three surgeries in Downham Market, the three surgeries in Swaffham and Litcham surgery. The PCN has an office in both Swaffham and Downham Market.

There is wide recognition that people's health is determined primarily by a range of social, economic and environmental factors. The NHS has published a bold, new, vision for Social Prescribing, a relatively new function within Primary Care that seeks to address people's needs in a non-medicalised way. Focussing on 'What Matters to Me' to agree personalised care plans and then support individuals to take greater control of their health by connecting them to diverse community groups and statutory services for both practical and emotional support.

### **Key responsibilities of the Link Workers will be**

- Working within the clinical teams in the practices to assess and allocate referrals from a wide range of agencies, including GP practices and multi-disciplinary teams
- Handle your own caseload of more complex cases
- Support practices with undertaking and delivering elements of health and social care population health projects
- Promote the service and educate relevant parties
- Oversee the data, reporting and evaluation of the service to strive for continuous improvement and community development.
- This post will involve working Saturday mornings on a rota and occasional evenings.

### **Key tasks of the Link Workers**

1. The Link Workers will work with the rest of the PCN team to review all referrals and allocate appropriate referrals.
2. Hold own caseload of complex cases

3. To support individuals to identify the wider issues that impact their health and wellbeing such as debt, poor housing, unemployment, isolation. Develop action plans with them and support them to reach their goals. Develop trusting relationships, giving individuals time and focus on what matters to them.
4. Make referrals to external providers (DWP, Voluntary Sector, Help Hub) as appropriate. Have an awareness and understanding of when it is appropriate or necessary to refer individuals back to other health professionals/agencies when there are additional needs such as mental health that requires a trained practitioner.
5. Where appropriate introduce individuals to appropriate community groups, activities and statutory services, ensuring they feel comfortable, valued and respected.
6. Hold one to one appointments with individual at the most appropriate location to meet individual needs, making home visits where appropriate.
7. Work with individuals, their families and carers to maintain or regain independence through living skills, adaptations, enablement and simple safeguards.
8. Actively take part in Family Action's formal appraisal and supervision processes and be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement. Take responsibility for your own professional development, identifying and attending training, which will support growth in the role.
9. Work as part of the PCN Project Team to pilot new ways of working in response to population health data, delivering any aspect relating to social prescribing and advising on community and voluntary sector services that should be included in the solution.
10. Work with the PCN to develop and design 2 new services, one for care homes and one to optimise patient medications, where they require social prescribing activity or advice regarding available community and additional activity other than that already undertaken within the role.
11. Be proactive in developing strong links with the PCN practice teams to encourage referrals and raise awareness on what other services are available within the community and how patients can access them. Expanding the referral criteria over time to include referrals from a wider range of agencies and services.
12. Work in partnership with all local agencies to educate and raise awareness of social prescribing and how partnership working can reduce pressure on statutory services. Provide referral agencies with regular updates about social prescribing including training their staff including how to access information, and seek their feedback.

13. Enable local VCSE organisations and community groups, including faith groups, to receive social prescribing referrals. Working collaboratively to support community and local VCSE organisations to become more sustainable. Work with commissioners and local partners to identify unmet diverse needs within the community and gaps in community provision. Encourage individual and their families and carers to provide peer support and do things together such as setting up new community groups or volunteering.
14. To contribute to the data capture, reporting and evaluation of the service to continuously improve the service and to plan. Working sensitively with individuals, their families and carers using a suitable evaluation tool to capture key information to demonstrate the impact of social prescribing on their health and wellbeing. Encourage them to provide feedback and to share personal stories about the impact of social prescribing on their lives. Work closely with the multi-disciplinary team to ensure relevant data is captured efficiently throughout the process and relevant reports are completed and reviewed.
15. Implement Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community. This includes ensuring the referral process is accessible for diverse local communities, including those that statutory agencies may find hard to reach.
16. Comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
17. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
18. Be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - Being **people** focused
  - Reflecting a '**can do**' approach
  - Striving for **excellence** in everything we do
  - Having **mutual respect** for everyone we work with, work for and support through our services

## Person Specification

1. A recognised professional qualification in social work or social care, health, education or equivalent experience, and evidence of a commitment to continuing learning and professional development.
2. Experience of working in services that deliver positive outcomes for vulnerable adults and demonstrable personal experience of successfully delivering support either face to face or by telephone.
3. A good understanding of the impact of deprivation and marginalisation on communities, families and individuals and the factors that can contribute to this.
4. Excellent interpersonal skills including the ability to engage a range of audiences such as community groups and health and social care professionals
5. A good understanding of safeguarding issues and a commitment to Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
6. A good understanding of the need for monitoring and evaluation of services and of capturing data for reporting requirements. Some knowledge of the tools used to evaluate outcomes for service users.
7. Excellent organisational skills, as well as excellent IT skills, including experience of case management information systems. Confidence to prioritise your own workload but also to work as part of a team.
8. A commitment to Family Action's Equality & Diversity Policy and Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
9. Ability to work outside of regular business hours and to be flexible to meet the needs of the service.
10. Ability to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being **people** focused
  - b) Reflecting a '**can do**' approach
  - c) Striving for **excellence** in everything we do
  - d) Having **mutual respect** for everyone we work with, work for and support through our services