

Job Description

JOB DETAILS

TITLE:	Social Prescribing Link Worker
HOURS OF WORK:	25 Hrs per week
SALARY:	Band 2 £20,531 - £23,953
DIRECT REPORT TO:	Team Leader Support Services
CONTRACT DURATION:	Subject to PCN funding

Link workers give people time and focus on what matters to the person as identified through shared decision making or personalised care and support planning. They connect people to community groups and agencies for practical and emotional support.

KEY RESPONSIBILITIES

GENERAL

- Develop trusting relationships with residents, to support them with personalised help to take control of their health and wellbeing, live independently and better understand the impacts of their lifestyle choices.
- Undertake client needs assessments in the practice, community or via occasional home visits,
- Working as part of the practice team, support a caseload of clients for whom social prescribing might offer improved outcomes.
- With the team, proactively identify people who would benefit from this type of help and manage and regularly review caseload to accommodate urgent referrals for support as required, referring out to community support services as soon as possible.
- To work as part of the practice multi-disciplinary teams across the Primary Care Network's member practices, liaising across disciplines and allocating time to each practice as directed by the Clinical Director for the Network
- Following an agreed period of case management, refer clients on to the voluntary sector or local community support services where appropriate.
- Make recommendations on where a non-clinical approach might support the patient better or complement existing clinical interventions and improve outcomes.
- With clinical support, develop a strong awareness and understanding of when it is appropriate or necessary to escalate care back to the GP or other care professionals when the person's needs are beyond the scope of the link worker role e.g. when there is a mental health need requiring a qualified practitioner.

IT & DATA

- Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing.
- Encourage people, their families and carers to provide feedback and to share their stories about the impact of social prescribing on their lives.
- Support the person making the referral to provide appropriate information about the person they are referring.
- Provide appropriate feedback to the person making the referral.
- Work closely within the MDT and with GP practices within the PCN to ensure that the social prescribing referral codes are inputted into clinical systems, adhering to data protection legislation and data sharing agreements.
- To be fully aware of GDPR

COMMUNICATION

- To attend team meetings, away days and other similar events
- Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
- 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.

QUALITY

- Prioritise, organise and manage own workload in a manner that maintains and promotes quality
- Participate in the maintenance of quality governance systems and processes across the Practice and its activities
- Support and participate in shared learning across the practice and wider organisation
- Ensure information governance standards are implemented and maintained

MANAGEMENT OF RISK

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients
- Undertake mandatory and statutory training

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

CONFIDENTIALITY

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

EQUALITY AND DIVERSITY

The Practice has an Equality and Diversity Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

The Practice is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that all users of its services are treated according to their needs.

- Identify patterns of discrimination, take action to overcome this, and promote diversity and quality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in good practice relating to equality and diversity
- Accept the rights of individuals to choose their care providers participate in care and refuse care. Assist patients from marginalised groups to access quality care

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data