

JOB DESCRIPTION

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| JOB TITLE: | Social Prescriber Link Worker |
| HOURS: | Part-time 20 hours per week can be worked flexibly across the week. |
| REPORTS TO: | PCN Operations Manager & Wellbeing Team Lead |
| BASED: | Droitwich, Ombersley & The Rurals Primary Care Network (DOR PCN) |
| SALARY: | £26,530 FTE + NHS Pension |

About Us

Droitwich, Ombersley & The Rurals PCN consists of 7 practices, based across South Worcestershire, serving over 56,000 patients. We aim to offer and deliver excellent, safe, co-ordinated, high quality patient care. Continuously learning, evolving and implementing new models of care, to create inclusion and reduce inequalities and improve outcomes. We work hard to promote a culture where staff feel engaged, valued and recognised by the organisation and the others they work with.

We have an Additional Roles team of 37 healthcare professionals and are looking for individuals with a passion to deliver excellent service in General Practice and in the local communities.

Job Summary

DOR has an opportunity for a Social Prescribers to join our PCN. We are looking for someone who will support patients to access healthcare, community groups and statutory services for practical and emotional support. You will work with the PCN and practice teams to support patients with their health choices, strengthen community and personal resilience, reduce health and wellbeing inequalities by addressing the wider factors of health, such as debt, poor housing, social isolation, poor diet and physical inactivity.

Key Responsibilities

- Manage the referral process, encouraging and promoting referrals from a wide range of agencies including, GP Practices within the PCNs, multi-disciplinary teams (MDTs), allied health professionals, voluntary, community and social enterprise (VCSE) organisations.
- Provide personalised support to individuals, their families and carers to take control of their wellbeing, live independently and improve their health outcomes. Helping people identify the wider issues which impact on their health and wellbeing such as debt, poor housing, unemployment, loneliness and caring responsibilities.

- Co-produce a personalised care plan to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services. Helping people to maintain or regain independence through living skills, adaptations, enablement approaches and simple safeguards.
- Manage and prioritise a patient caseload, in accordance with needs, priorities and support required by individuals.
- Refer people back to other health professionals/agencies where appropriate and when an individual's needs are beyond the scope of the Social Prescriber.
- To work within local communities and local partners identify unmet needs and, to support the setup of new sustainable community groups and services where there is a gap in local provision.
- To ensure appropriate safeguarding procedures and practices are in place within local community groups and networks, supporting local groups to develop where necessary.
- To build effective relationships with key staff in GP practices, attending relevant meetings and becoming part of the wider network team, giving information and providing feedback on social prescribing.
- To work in partnership with other local agencies to raise awareness of social prescribing and to promote the service widely and its benefits.
- To seek regular feedback about the quality of services and the impact of social prescribing, preparing and providing both written and verbal feedback and reports on performance.
- To work with the PCN to recruit and support volunteers to facilitate, engage and mentor individuals to access community groups and services to build independence, self-confidence and resilience.
- To use appropriate systems for data capture, case management, feedback and reporting and adhering to data protection legislation and data sharing agreements.
- To work as part of the team to seek feedback, continually improve the service and contribute to business planning.

Other Responsibilities

- Work with service users' families to provide information, advice and guidance to enable them to access other appropriate support and services.
- This role will involve working in different locations and will require you to travel. The ability and means to travel independently within Worcestershire is essential.
- Work flexibly, as there may be occasional evening and weekend work which will be considered as part of your normal working hours.
- A commitment to personal, professional and organisational development.

Qualifications and Experience for the Role

Essential

- NVQ level 3 or equivalent level of training and experience
- Understanding of basic health and social care terminology
- Proven ability to recognise and manage risk
- Knowledge and understanding of safeguarding and the associated legislative framework
- Excellent interpersonal skills
- Ability to communicate confidently with staff at all levels
- Ability to work well across teams
- Good time management and an ability to prioritise and work to deadlines
- Ability to work on own initiative without direct supervision
- IT skills and experience in the use of Microsoft Office programmes
- Experience in health and social care
- Experience of working with individuals with complex needs and various communication challenges

Desirable

- Training in motivational coaching and interviewing or equivalent experience
- Experience of using EMIS clinical system
- Experience of working directly in a community development context, adult health and social care, learning support or public health / health improvement (including unpaid work)

Collaborative Working Relationships

- Recognises the roles of other colleagues within the organisation and their role to patient care
- Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. ICBs)
- Demonstrates ability to work as a member of a team
- Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
- Liaises with other GP Practices and staff as needed for the collective benefit of patients

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

- In the performance of the duties outlined in this job description, the post-holder will 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, and held in any format, is to be regarded as strictly confidential
- 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

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Health & safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice health & safety policy, the practice health & safety manual, and the practice infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Should we experience a high level of interest in the post; the vacancy will expire early. If you do not hear within 4 weeks of the closing date, you may presume that you have not been shortlisted on this occasion.