

Job Title	Social Prescription Link Worker	Department & Team	Compass Support – Health and Wellbeing Team
Reporting to	Health and Wellbeing Team Leader	Responsible for	N/A
Working Environment	Agile: GP practices across North Birmingham, office and home based	Date Job Description Agreed/Updated	July 2024
Role Purpose	To support patients with social, emotional and wellbeing needs. Assess individual needs, create personalised support plans and empower individuals to work through complex cases. enable and empower individuals to enhance their over-all wellbeing and quality of life, in areas affected upon assessment and referral.		
Key Accountabilities, Duties & Responsibilities, Including Key Areas of Decision Making			
Customer Focus	<p>To work within GP Practices to provide Social Prescribing to patients referred by GP’s and to patients who self-refer.</p> <p>Use holistic assessments and co-design health and wellbeing plans with individual service users, identifying support needs to ensure maximum engagement in improving health and wellbeing.</p> <p>To provide personalised support to patients/service users with continuity and a co-ordinated experience of support, remaining a point of contact throughout the individual’s social prescription journey.</p> <p>Meet patients on a one-to-one basis. Give people time to tell their stories and focus on ‘what matters to me’. Build trust with the person, providing non-judgemental support, respecting diversity and lifestyle choices.</p> <p>Adopt a strength-based approach to patients and service users.</p> <p>Be a friendly source of information about wellbeing and prevention approaches. Enable patients identify the wider issues that impact on</p>		

	<p>their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities, for example.</p> <p>Build knowledge services provided by key partners in the locality, taking a proactive approach to identifying new services that meet the needs of service users.</p>
Working with others	<p>To embed the link worker role and function within the GP practices that are part of the North Birmingham Primary Care Network</p> <p>To work alongside colleagues internally and externally to help build a comprehensive database of local resources to support the Social Prescription Menu.</p> <p>To train GPs and primary care health teams and regularly develop knowledge on how to identify patients suitable for the social prescribing service referral.</p> <p>To work flexibly as required by the service</p> <p>To work as part of a team, attending team meetings, team briefings and to support and celebrate the work of the service and the partners.</p> <p>Build good working relationships with a variety of health and social care professionals.</p>
Delivering and Managing Services	<p>To ensure that practices have information about relevant services available to their patients.</p> <p>To provide current and relevant materials and information to GP practices regarding relevant services and health promotion including notice boards, bulletins and flyers.</p> <p>Where appropriate, provide support to individuals to access community groups, activities and statutory services; follow up to ensure they are happy, able to engage, included and receiving appropriate support.</p> <p>Ensure that local community groups and voluntary organisations that you refer to have basic procedures in place for ensuring that vulnerable individuals are safe. Where such policies and procedures are not in place, to signpost/refer</p>

	groups to support that will enable them to build capacity/put in place appropriate procedures prior to any referrals being made.
Managing and Developing Self	<ul style="list-style-type: none"> - Actively participates in regular one-to-one supervision with line manager and in the organisation's Performance Review scheme. - Takes responsibility for their own workload and work area - Undertakes learning and development activities, including attending training events and other relevant activities
Financial Management and Control	<ul style="list-style-type: none"> - Checking expenditure against budgets and checking incoming invoices - Follow Pioneer Group's financial regulations, policies and procedures - Monitor income streams and produce monitoring and outcomes reports within specified timescales - Responsible for managing budgets and spend within authorised limits according to the Pioneer Group's financial regulations, policies and procedures
Administration, IT and Data Management	<ul style="list-style-type: none"> - Maintaining accurate paper and computer based records in own work area; general administrative duties associated with the role of Social Prescription Link Worker. - Using IT software and hardware to support effective delivery of services. - Responsible for the safe use, storage and maintenance of equipment associated with own job. - To provide regular reports detailing the progress of the service and updates as and when required by the GP surgeries. - To keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required. - Where required work closely with GP practices within the PCN to ensure that social prescribing referral codes are inputted.
Legal and Regulatory Compliance	<ul style="list-style-type: none"> - Work within policies and procedures, the law, best practice, and Regulatory Frameworks relevant to the role. - Work within the Charities Commission regulations. - Work within contract and service level agreement specifications

Health & Safety	<p>All Pioneer Group employees have a responsibility to:</p> <ul style="list-style-type: none"> ○ take reasonable care for their own Health and Safety and that of other persons who may be affected by their acts or omissions, including members of the public, visitors and contractors ○ co-operate with Pioneer Group and its managers to enable compliance with statutory duties, objectives and targets.
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NB: This job description is not intended to be a full list of every task or area of work; its aim is to give a broad representation of the role. Other duties, tasks and requirements may be made of the post-holder broadly consistent with those described and/or to meet The Pioneer Group's aims and objectives. Post-holders will however only be asked to carry out reasonable tasks and duties.

Knowledge, Skills, Abilities and Experience – Person Specification

		Tested By:
Essential	<p>Experience</p> <ul style="list-style-type: none"> • Experience of delivering services in a community setting, particularly to vulnerable adults • Experience of planning and managing own workload within established guidelines • Experience of managing or coordinating projects or activities • Experience of supporting clients with complex needs. • Experience of supporting large and varied caseload and utilising time efficiently. • Experience of working in partnership with statutory organisations, voluntary and community agencies 	<p>Application Form Interview Assessment</p>
	<p>Skills and abilities</p> <ul style="list-style-type: none"> • Ability to work independently and within a team • Ability to present information orally/in writing both internally and externally 	<p>Application Form Interview Assessment</p>

	<ul style="list-style-type: none"> Has customer focus, is courteous, friendly and approachable <p>Communication Skills</p> <ul style="list-style-type: none"> Advanced verbal, observational and influencing skills Ability to adapt communication to suit the audience Ability to handle difficult situations with sensitivity <p>Literacy</p> <ul style="list-style-type: none"> Ability to organise, maintain and oversee accurate, high quality case records Ability to write and provide support letters for clients within tight deadlines for submission. Ability to support with form filling. Ability to produce reports as required <p>Numeracy</p> <ul style="list-style-type: none"> Ability to interpret simple financial information and take action in accordance with established procedures <p>Analytical/research skills</p> <ul style="list-style-type: none"> Ability to monitor and evaluate service user/patients progress and work towards evidenced outcomes Undertake evaluation and research of service area/activity and make recommendations for action Ability to assess information and make decisions in accordance with established policy and procedure, seeking guidance where necessary 	<p>Application Form Interview Assessment</p> <p>Application Form Assessment</p> <p>Application Form Interview Assessment</p> <p>Application Form Interview</p> <p>Application Form Interview Assessment</p>

IT and Administrative Skills

- Ability to use Microsoft Office applications
- Ability to use databases as required
- Administrative skills, including filing and record keeping

- Knowledge and understanding of national, regional and neighbourhood 'health' issues
- Knowledge and understanding of strength based support
- Knowledge of the impact social isolation/loneliness can have on a person and how intervention can improve individual and group outcomes.
- Knowledge of local services whom you will refer clients to and build continuous rapport with.
- Knowledge of complex health issues of which can affect the over-all well-being and quality of life of individuals.
- Knowledge and understanding of confidentiality and professional boundaries
- Knowledge and understanding of data sharing protocols
- Knowledge and understanding of safeguarding processes
- Knowledge of outcome measurement tools

Application Form
Interview

Qualifications

- Good basic standard of education – to GCSE level including mathematics, English and one other GCSE or equivalent

	Other <ul style="list-style-type: none"> • Evidence of continuing professional development • Ability to work flexibly including occasional evening and weekend work 	
Our Values		
Post-holders are expected to work in accordance with the below Pioneer Group core value behaviours and Pioneer Group policies and guidelines in relation to equality and diversity.		
#COMMUNITY	<ul style="list-style-type: none"> • Consistently do our best for our tenants and residents • Listen to what matters most to our tenants and communities and act on what we hear • Be ambitious for ourselves and for the people in our communities 	
#RESPECT	<ul style="list-style-type: none"> • Take organisational and personal responsibility • Be helpful and kind • Embrace and celebrate diversity 	
#EMPOWER	<ul style="list-style-type: none"> • Invest in colleagues and people to be the best they can be • Build trust by being humble and honest • Create confidence and capacity in our communities 	
#BETTERTOGETHER	<ul style="list-style-type: none"> • Find the best most inclusive way to make things better • Make the most of our resources to make positive impact and think carefully about every penny we spend • Work smart/hard and enjoy what we do 	