

JOB DESCRIPTION

Job Title:	Community Link Worker (Social Prescriber)
Responsible to:	Adapt (NE) and West Northumberland PCN
Hours	37 hours per week, Monday to Friday 9.00am - 5.00pm Full-time – this post is open to Job Share
Location:	GP surgeries across West Northumberland Primary Care Network
Salary:	£23,761 per annum
Benefits:	25 days holiday per year, plus statutory holidays pro rata

Background:

Since April 2019, the new GP Contract has enabled the development of locality-based Primary Care Networks (PCNs) with an aim to both support General Practice and to provide a more holistic approach to the needs of their patients by linking them to a wide range of health, social care and voluntary sector services in the community, often addressing factors such as housing, financial strain and social isolation.

Social Prescribing in Primary Care is designed to support GP practices, patients, their families and carers in navigating local voluntary, community and statutory services, supporting and empowering patients to take control of their health and wellbeing.

Funding has initially allowed recruitment of two Full Time posts – (Job Share is available) for Community Link Workers to serve the population of West Northumberland PCN, which if successful may expand in the near future.

West Northumberland PCN is a large network which represents 14 practices across the area, centred on Hexham but extending west-east from Haltwhistle to Ponteland, and north-south from Bellingham to Allendale. The clients themselves may live rurally beyond these areas.

The Community Link Worker will work across a number of allocated GP practices, in collaboration with practice-based Care Navigators. Although initially referrals are likely to be limited to those arising from the General Practice team, the aim of the Community Link Worker role is to provide non-medicalised support to clients.

Adapt North-East, <https://adapt-ne.org.uk>, a local and respected disability and access-focused charity and social enterprise organisation, has been selected as an ideal host-employer for this post. As this is a new venture, they will work initially with the support of the experienced Edberts House team in Gateshead <http://edbertshouse.org/> to provide appropriate supervision.

Job Purpose:

You will support patients referred to the Community Linking Project by providing advocacy, signposting and where necessary accompanying individuals to local, non-medical sources of help. Working primarily out of the GP surgeries you will visit patients in their homes or other community settings to assess their needs. You will proactively build relationships with patients, offer support and develop collaborative solutions to address their issues. You will develop relationships with community organisations and statutory services to maintain up to date knowledge and expertise on local services.

Duties & Responsibilities:**Working with Adapt (NE) and West Northumberland PCN GP Practices you will:**

- Work collaboratively with practice-based Care Navigators and the wider Primary Healthcare Team to develop a mutually beneficial referral pathway
- Engage, listen and build relationships with patients of all ages, genders and backgrounds
- Support and motivate individuals to develop solutions to the issues they care about to improve health.
- Receive referrals from practice staff and communicate with staff on progress.
- Support identified individuals who would benefit from social prescribing activities provided within the local area. The aim of this is to:
 - Build confidence
 - Reduce isolation
 - Provide advocacy
 - Support/enable self-care
- Refer/signpost on to other local services
- Maintain accurate records of all work undertaken, providing regular reports for management
- Pro-actively monitor and evaluate work
- Establish and develop links with Northumberland County Council services, community groups, service providers, advice agencies and other organisations working in the area, developing enterprising solutions to address patient needs
- Report to the Community Linking Project Manager and the GP Practice Managers on a regular basis
- Any other reasonable duties as required by the Adapt (NE) Chief Executive, the Community Linking Project Manager and the GP Practice Managers
- Maintaining records in accordance with data protection guidelines, and maintaining patient confidentiality at all times

Personal Specification/Key Competencies:

Education	Essential/Desirable
Willingness to undertake training and continuing professional development	Essential
Degree level of education or equivalent	Desirable
Experience	
Experience of supporting individuals working in community work, health, social care or information and advice	Essential
Experience of person centred planning	Essential
Experience of working with vulnerable adults	Essential
Experience and understanding of the importance of maintaining confidentiality and data protection procedures.	Desirable
Evidence of maintaining accurate and contemporaneous patient records.	Desirable
Experience of DWP benefits systems, Jobcentreplus processes employment, housing and tenancy issues.	Desirable
Abilities and Competencies	
Excellent interpersonal and advocacy skills and an ability to quickly relate to people in a non-judgemental way	Essential
Empathy and understanding of the needs of patients, individual emotional resilience	Essential
Ability to work creatively, independently and autonomously in a complex community environment	Essential
Ability to proficiently use computer software packages e.g. Microsoft Office	Essential
Ability to work to challenging deadlines and manage a heavy caseload	Essential
Ability to form and maintain relationships with professionals and external agencies	Essential
Ability to maintain professional boundaries in relationships	Essential
Knowledge of adult and children's safeguarding, domestic abuse, mental health and substance misuse issues	Desirable
Motivation	
Flexible, adaptable and a willingness to work between surgeries and in the community	Essential
Understanding of the wider determinants of health and motivation to find community solutions to improving health and social care	Essential
Other	
Ability to demonstrate an understanding and commitment to the values of Adapt (NE) and the NHS	Essential
To undertake a DBS check prior to starting your employment	Essential
Able to work flexible hours as necessary	Essential
Be able to meet the travel requirements of the post	Essential