

JOB DESCRIPTION

Job Title: Living Well Coordinator (Social Prescriber)

Responsible to: Living Well Team Lead and PCN Manager

Hours 37 hours per week, Monday to Friday 9.00am - 5.00pm
Full-time – this post is open to job share

Location: GP practices across the West Northumberland Primary Care Network
The Living Well Service team covers the 12 GP practices across the West Northumberland Primary Care area.

Each Living Well Coordinator will be the named worker for one to three GP practices and will split their working time across these practices. Living Well Coordinators may be asked on occasion to cover referrals from other practices depending on referral levels and team capacity in order to meet the needs of the service.

Practices include: Adderlane Surgery (Prudhoe – non-PCN member practice), Bellingham Practice, Branch End Surgery (Stocksfield), Burn Brae Medical Group (Hexham), Corbridge Medical Group, Haltwhistle Medical Group, Humshaugh and Wark Medical Group, Prudhoe Medical Group, Riversdale Surgery (Prudhoe – non-PCN member practice), Scots Gap Medical Group, Sele Medical Practice (Hexham) and White Medical Group (Ponteland).

Salary: £27,595.92 per annum

Benefits: 25 days holiday per year, rising to 30 days after five years, plus statutory holidays

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.

The Living Well Service has been operating since January 2020 and funding now allows for the recruitment of two additional full-time posts (job share is available) for Living Well Coordinators to serve the population of West Northumberland.

West Northumberland PCN is a large network which represents ten practices and two non-member practices across the area, centred in Hexham but extending west-east from Haltwhistle to Ponteland, and north-south from Scots Gap to Allendale. The clients themselves may live rurally beyond these areas.

The Living Well Coordinators will work across a small number of allocated GP practices, in collaboration with practice-based staff. Referrals are likely to mostly arise from the general practice team, although the aim of the Living Well Coordinator role is also to provide non-medicalised support to clients referred from other sources, or through self-referral.

[Adapt North-East](#), a local and respected disability and access-focused charity and social enterprise organisation, was selected as an ideal host-employer for these posts. Living Well Coordinators also have access to regular peer support and training, as well as membership of the [National Association of Link Workers](#).

Job Purpose:

You will support patients referred to the Living Well Service by providing advocacy, signposting and, where necessary, accompanying individuals to local, non-medical sources of help.

This role involves face-to-face, telephone and written work. You will work within the GP practices, the Adapt (NE) office and, where appropriate, will visit patients in their homes to discuss their needs and provide support. You will also be required to work in other places throughout the North East, as identified in your individual work programme. Working from home for specific purposes has to be sanctioned by your line manager.

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 and responsibilities:

Working with Adapt (NE) and West Northumberland PCN GP practices you will:

- Work collaboratively with 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 and wellbeing
- 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 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 Living Well Coordinator Lead regularly and PCN manager as required
- Any other reasonable duties as required by the Adapt (NE) Director, the Living Well Team Lead and the PCN Manager
- 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
Be able to work flexible hours as necessary	Essential
Be able to meet the travel requirements of the post	Essential