



Job Description

Financial Inclusion link worker

Hours of work: 37.5 (some flexibility and some home working during pandemic)

Annual Leave: 25 days (plus bank holidays)

Salary: Up to £24,960 depending on experience

Employed by: Involve Kent

Responsible to: Social Prescribing Team Manager

Based: Office Turkey Mill, Maidstone. Working through West Kent area and ability to work from home too.

Purpose of the job

This is an innovative role focusing on working with people who are already or are at risk of financial exclusion or financial vulnerability. Being in debt is strongly associated with lower levels of wellbeing and considered one of the most destabilising events an individual may experience. There are clear links between physical, mental, and financial health. You will work to ensure all avenues of financial support are investigated and work collaboratively with people to connect and empower them to be financially resilient.

This role also focuses on health inequalities targeting people facing disadvantage and inequality, and provide targeted, inclusive access to social prescribing, to improve their social, economic and life chances and therefore their long-term health. To work across West Kent to target people and communities facing health inequalities, build links with networks, communities, and groups to engage people including BAME, unemployed, people living in deprived areas, people with housing issues and on low income. Seek referrals from agencies and partners, and offer social prescribing interventions, with a strong focus on employment, training, and volunteering, measuring the outcomes.

Key tasks and responsibilities

Financial Inclusion

- Work with people who are in debt or at risk of debt to connect them to services that will support them
- Ensure people can access appropriate advice, information or grants to prevent fuel or food poverty
- Work with people to support them to access bank accounts and ensure financial inclusion for their futures
- Support people to access appropriate benefits and ensure they can be digitally included where needed. Assist those that need support with form filling either digitally or in paper form
- Work proactively, patiently, and creatively to engage with people who may not accept a service from us initially and may struggle to remain engaged.

Health Inequalities

- Identify and build links (using resources from Information Officer) with local community groups, services and agencies that work with or support people facing health inequalities, such as homelessness, mental health, low income and people living in deprived areas (as defined by Public Health data).
- Consult and engage people from black and minority ethnicities, working with local community groups and multi-cultural forums, to develop a focused social prescribing offer which meets their needs
- Develop marketing and communications material that is inclusive and engaging for diverse audiences including BAME people (with colleagues)
- Build knowledge around typical long term conditions linked to health inequalities (such as diabetes, obesity, high blood pressure, heart disease) and ensure social prescribing offers advice and information around healthy lifestyles particularly physical activity to people facing inequality and disadvantage
- Work closely with One You and other public health initiatives to ensure seamless services for people seeking health specific advice and support
- Increase the take up of social prescribing by BAME people

Providing social prescribing interventions

- Proactively manage your own health, wellbeing, and resilience as a positive role model to ensure you can provide consistent, quality support to your clients.
- Work to the Involve values and embed them in your practice and daily work.
- Using strengths-based assessment, wellbeing measures, Motivational Interviewing and other tools, help the patient identify 'What Matters to me' in their health and wellbeing.
- Enable them to set goals and develop an action plan over one or more sessions, identifying sources of support, advice, and information.
- Use outcomes measurements including ONS4, to track effectiveness of the social prescribing intervention.
- Link patients to local groups, services and activities, thinking holistically about their health and wellbeing and reduce isolation.
- Promote physical activity, encouraging patients to use resources such as 'Undefeatable' and the Kent Sport directory, or even simple goals like taking a short daily walk.
- Use online directory to explore opportunities and encourage engagement, as well as the NHS App library for digitally literate patients.
- Ensure urgent practical issues are addressed, supporting patients to access housing, debt and advice services, completing simple paperwork eg benefits / referral forms as needed to enable this.
- Support patients for up to 6 months, avoiding dependency and empowering them to seek long term solutions.
- Identify any safeguarding concerns and raise these swiftly and appropriately.
- Support people to set up peer groups to ease social isolation and bring people together to support each other regarding their health and wellbeing.
- Record all patient information, outcomes measures, action plans and goals appropriately, accurately and confidentially on IT systems.
- Work closely with partners particularly Health and Social Care Coordinators and One You advisors, to ensure Involve's support for patients is complementary and people access the right service for their needs.

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- Work flexibility to support the wider team and organisation, eg providing cover for other link worker colleagues
- Complete training as required to deliver the role and ensure the standards required at Involve.
- Ensure high standards of confidentiality, information governance and uphold the NHS guidance for social prescribing in delivering interventions.
- Recruit volunteers to support social prescribing services and clients.

Person Specification	Essential	Desirable
Experience of motivating, empowering, and supporting people to achieve goals	x	
Background in financial inclusion, benefits, debt and or working with vulnerable / isolated people to improve their financial circumstances	x	
Able to follow processes and systems when accepting referrals, assessing people, developing action plans, and reviewing progress	x	
Excellent communication skills, able to negotiate, build relationships, advocate for people, and inspire others	x	
Driven, target focused and highly motivated	x	
Ability to network widely and encourage referrals from a wide community and health base	x	
Outgoing, energetic, and passionate about improving the health and wellbeing of others	x	
Good IT skills and experience of using a database or CRM system	x	
Able to work autonomously (remotely from Involve colleagues and manager). Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies.	x	
Experience of working with volunteers		x
Driving licence and a car	x	