

Job Description

Social Prescribing Link Worker – Mental Health

Hours of work: 37.5 hours

Annual Leave: 25 days plus bank holidays

Salary: Up to £24,960

Contract: Permanent

Employed by: Involve Kent

Responsible to: Social Prescribing Team Manager

Based: GP surgeries in Total Health Excellence Primary Care Network Dover and Folkestone

Purpose of the job

Working within GP practices to engage, refer and connect patients who may be experiencing mental health illnesses e.g. stress, anxiety or depression to relevant services, activities and community groups. Giving people time and focusing on “what matters to them”, collaboratively helping them to identify their strengths. Supporting them to gain and use knowledge, skills, and confidence to become active participants in their care so that they can reach their wellbeing goals. Ensure people feel supported whilst waiting for NHS/clinical services such as IAPTs or Community Mental Health services or potentially reduce the need entirely for these services by connecting them to support in the community, or by co-producing peer support groups to enable patients to support each other.

Key tasks and responsibilities

- Proactively manage your own health, wellbeing, and resilience as a positive role model to patients and to ensure you can provide consistent, quality support to our clients
- Take referrals from a wide range of agencies, working with GP practices within primary care networks, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals, fire service, police, job centres, social care services, housing associations, and voluntary, community and social enterprise (VCSE) organisations.
- Ensure all necessary data and information about Clients is recorded accurately and entered confidentially on Involve’s database and other NHS collection methods, with awareness of information governance best practice.
- Work in partnership with key staff in GP practices within the local Primary Care Network (PCN), attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing for patients with mental health illnesses to ensure promotion of the service.
- Be a friendly, professional, and engaging source of information about mental health, wellbeing and prevention approaches for the GP primary care network and their patients.
- Accept referrals for people with mental health illnesses who wish to benefit from community support. This includes self-referrals and online enquiries.

- Provide personalised support to individuals, their families, and carers to improve their wellbeing, independence, and health outcomes.
- Develop trusting relationships by giving people time and focus on 'what matters to me' with them.
- Take a holistic approach, based on the person's priorities and the wider determinants of health.
- Co-produce a personalised support plan (action plan) to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services. Manage and prioritise your own caseload, in accordance with the needs, priorities and any urgent support required by individual.
- Motivate, coach, empower and encourage people to take positive action to improve their mental health and wellbeing, by connecting with others, attending groups, promoting self-care, volunteering, accessing advice and information and support services.
- Work with people in a supportive, holistic way focusing on strength-based assessment to address practical and psychological barriers, such as lack of transport, low confidence, and social isolation, to co-produce a solution.
- Build relationships and bring together professionals working with patients you are supporting to ensure a personalised care approach throughout the primary care networks. Attend MDT meetings as needed.
- Support people to choose appropriate community activities to support their wellbeing, such as exercise groups, self-help groups, debt advice, community gardening; and many other opportunities.
- Seek opportunities and activities in the local area which people could benefit from, such as local community groups, make contact and engage them in the service.
- Confirm that the appropriate SNOMED codes are used on GP patient note systems with awareness of information governance best practice.
- Use recognised tools with patients to track improvements in their health and wellbeing using ONS scales of Wellbeing. Work with GP practices to review data on GP appointments and hospital admissions to track statistical improvements at practices.
- Co-produce with people the set-up of peer support groups around the primary care network, promote volunteering at the groups and peer buddies.
- Recruit volunteers to support the service locally. Engage with Patient Participation Groups, existing community groups, patients and staff to promote volunteer opportunities
- With Involve colleagues, provide volunteer training and induction.
- Coordinate volunteers to help deliver the service and match them with patients, to provide support such as driving isolated patients to activities, administration and communication with patients, mentoring and befriending and addressing minor issues or problems.
- Work closely with partners particularly Community Navigators and One You advisors, to ensure support for patients is complementary and people access the right service for their needs.
- Any other tasks and responsibilities that may be identified as necessary as the service evolves and develops.

Person Specification	Essential	Desirable
Experience of supporting people one to one	x	
Driven, target focused, highly motivated	x	
Experience of motivating, empowering and supporting people to achieve their goals	x	
Background working with vulnerable/ isolated people with mental health illnesses		x
Able to follow processes and systems, and with training develop action/support plans and outcome focused reviews.	x	
Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others	x	
Resilient and confident, able to work in a busy environment (GP practice) with colleagues under pressure and champion the service to health professionals	x	
Outgoing, energetic, and positive about improving the wellbeing of others and their community	x	
Ability to learn and implement systems, policies and processes	x	
Good IT skills and experience of using a database or CRM system and accurately able to enter sensitive data	x	
Adaptable, flexible with a can-do attitude	x	
Experience of recruiting and working with volunteers. Experience of working in the community to set up groups and activities		x
Driving licence and a car	x	