



Job Description

Social Prescribing Link Worker – Connect Well West Kent

Hours of work: 37.5

Annual Leave: 30 days (plus bank holidays) FTE

Salary: Up to £27,140 FTE depending on experience

Employed by: Involve Kent

Responsible to: Social Prescribing Service Manager

Based: Turkey Mill, Maidstone. Working throughout West Kent and some home working with agreement from Line Manager.

Purpose of the job:

Funded by the NHS our pioneering prevention focused, and outcomes based Connect Well West Kent Social Prescribing Service develops outreach 'social prescribing' focusing on people facing health inequalities. Using a targeted approach to communities who may face disadvantage and inequality, and provides inclusive access to social prescribing, to improve their social, economic and life chances and therefore their long-term health.

Also working with people with specific long-term health conditions to improve their long-term health and wellbeing. Working in an integrated way accepting referrals from clinicians, doctors, consultants, and specialist/secondary care services across West Kent to support specific patients with their social and wellbeing needs, and track outcomes.

Key tasks and responsibilities

Secondary and specialist care patients

- Support managers to build links with West Kent secondary and specialist care services such as the Integrated Pain Management service, the Integrated Diabetes service, the Secondary Care Rheumatology service. Build knowledge, expertise and good working relationships with the service and its clinicians.
- Accept referrals from identified specialist and secondary care services for patients with specific conditions.
- Work with and manage a case load of patients, reviewing them as needed.

Health Inequalities

- Identify and build links by outreach 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 Global Majority communities, working with local community groups, to develop a focused social prescribing offer which meets their needs.
- 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.

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.
- Attend local community events, support groups, support hubs e.g. food larders to promote the service and reach different communities across West Kent.
- 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 'We Are Undefeatable' and the Kent Sport directory, or even simple goals like taking a short daily walk.
- Use Involve's 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 12 weeks, avoiding dependency and empowering them to seek long term solutions.
- Identify any safeguarding concerns and raise these swiftly and appropriately in accordance with Involve's policies and procedures.
- 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 including their medical records.

- 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.
- Work flexibly to support the wider team and organisation, eg providing cover for other social prescribing 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 Involve services and clients.
- Any other reasonable requests to support the service as it develops.

<u>Person Specification</u>	<u>Essential</u>	<u>Desirable</u>
Experience of motivating, empowering and supporting people to achieve goals	x	
Background in health / social care or working with vulnerable / isolated people	x	
Able to follow processes and systems when accepting referrals, assessing people, developing action plans and following up	x	
Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others	x	
Driven, target focused and highly motivated	x	
Resilient and confident, able to work in a busy environment with colleagues under pressure and champion the service to health professionals	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	
Driving licence and a car	x	