

Brentworth, Chiswick, Feltham and Bedfont, Hounslow Health and Great West Road
Primary Care Networks in partnership with:



Social Prescribing Link Worker Job Description

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| Salary: | £ 24,000 - £27,000 plus contributory pension |
| Hours: | 37.5 hours per week |
| Accountable to: | H4All Community Health Manager or Groundwork London |
| Employed by: | H4All CIO or Groundwork London, seconded to Hounslow Primary Care Network |
| Based: | A Primary Care Network (PCN) in Hounslow, within a specific lead GP Practice |
| Contract duration: | 2 years, with probable extension subject to funding |

Main purpose of the role:

The post holder will:

- Work in collaboration with Hounslow Consortium (GP Federation) to deliver a coordinated and high-quality social prescribing Link Worker service – supporting clients to access and engage with the extensive range of support in the community. They will be employed, trained and supported by either H4All or Groundwork London and seconded to a Hounslow Primary Care Network.
- Use social prescribing to empower people to take control of their health and wellbeing. They will spend time with residents to help them to focus on ‘what matters to me’ and connect them to community groups and statutory services for practical and emotional support. The role is not intended to support individuals’ long term, but to help them to understand how they can support themselves better.

- Manage a caseload of clients through assessment to onward-referral, working with clients in the practice as identified by the GP. They will provide ongoing support for an allocated but short-term timeframe to promote engagement with identified services and achievement of goals.
- Contribute to the development of the service and participate in support, supervision and training as required. The role is a non-clinical role, however the post holder will receive support from both the employing organisation and also a clinical mentor in General Practice.
- Contribute to the education of practice staff within the network and maintain details and grow working knowledge of sources of support in the community.

Key relationships:

Local GP Practices within the specific Primary Care Network, Hounslow Consortium, H4All CIO, Groundwork London, practice clients and Hounslow's diverse range of voluntary sector organisations.

Main duties

1. Develop trusting relationships with residents, giving them time to focus on their assets and 'what matters to them' and providing them with personalised help to take control of their health and wellbeing, live independently and better understand the impacts of their lifestyle choices.
2. Undertake client needs assessments in the practice, community or via occasional home visits, using the ONS4 Wellbeing questionnaire pre- and post- interventions to assess the impact on the client's wellbeing, for which full training will be provided.
3. Working as part of the practice team, support a caseload of clients for whom social prescribing might offer improved outcomes. With the team, proactively identify people who would benefit from this type of help and manage and regularly review your caseload to accommodate urgent referrals for support as required, referring out to community support services as soon as possible.
4. To work as part of the practice multi-disciplinary teams across the Primary Care Network's member practices, liaising across disciplines and allocating time to each practice as directed by the Clinical Director for the Network
5. Following an agreed period of case management, refer clients on to the voluntary sector or local community support services where appropriate. Make recommendations on where a non-clinical approach might support the patient better or complement existing clinical interventions and improve outcomes.
6. With clinical support, develop a strong awareness and understanding of when it is appropriate or necessary to escalate care back to the GP or other care professionals when the person's needs are beyond the scope of the link worker role e.g. when there is a mental health need requiring a qualified practitioner.

Wider Hounslow focus:

7. Keep up to date with developments within social prescribing to ensure the approach the PCN develops is in line with other PCNs across Hounslow, regionally and nationally.
8. Actively engage in London-wide learning events organised by NHS England and local training and advice sessions organised by voluntary sector host organisations H4All and Groundwork London.
9. To undertake 6-monthly reviews of the impact of the programme on the voluntary sector, as per NHSE/I requirements, using the NHSE questionnaire format
10. With support from both H4All and Groundwork London, practice staff and Hounslow Consortium, maintain a comprehensive knowledge of the range of services available in Hounslow's voluntary and community sector

General:

11. To be pro-active in maintaining personal and professional learning and development and identify own training needs as they arise
12. To attend team meetings, away days and other similar events
13. To participate fully in regular one-to-one supervision sessions and in an annual performance appraisal
14. Work as part of the team to seek feedback, continually improve the service and contribute to business planning.
15. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
16. Ensure compliance with all relevant policies and procedures in relation to health and safety, equal opportunities, safeguarding, lone working, customer service, data protection and confidentiality.