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

 

Social Prescribing Team Leader & Health Coach

Job Description

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Salary: £27,000 (plus contributory pension)

Hours: 37.5 hours per week

Accountable to: H4All Community Health Manager or Groundwork London

Employed by: H4All CIO Member organisation or Groundwork London, seconded to Hounslow Primary Care Network

**Based:** A Primary Care Network 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) and the Clinical Lead in each PCN to deliver a coordinated and high-quality Social Prescribing Link Worker (SPLW) service – supporting residents to access and engage with the extensive range of support in the community. They will be employed, trained and supported by either H4All CIO or Groundwork London and seconded to a Hounslow Primary Care Network (PCN)
* Lead, develop, supervise and support a team of SPLWs that deliver a range of wellbeing and social prescription services within a Hounslow PCN
* Support the development of Social Prescribing in Hounslow and represent and promote the service to stakeholders
* Lead on and deliver training on key areas of service
* Manage a caseload of residents with a range of complex support needs focusing on Individual Goal Setting, Motivational Interviewing and Health Coaching within agreed service guidelines, including assessment, support planning and onward referral
* 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 PCN, Hounslow Consortium, H4All CIO, Groundwork London, practice residents and Hounslow’s diverse range of voluntary sector organisations.

**Main duties**

**Supervision of staff and service development:**

1. Provide line management support and supervision to the SPLWs through monthly meetings; ensuring accurate and up-to-date records of these meetings
2. Set and agree standards of performance across the team ensuring staff and volunteers are supported in achieving these through regular file reviews, supervision, appraisals and training
3. To provide advice and support on the role of a SPLW and services available to residents in the statutory, voluntary and private sectors
4. Ensure that the SPLWs are supported in working from physical environments (as a ‘virtual’ team) that are appropriate to the needs of the service and are compliant with relevant policy and regulation; in particular good practice in lone working and health and safety
5. Support the induction and development of SPLWs ensuring there are effective communications, development opportunities and access to a range of training opportunities
6. Work with the H4All CIO/Groundwork Managers to regularly review staff and volunteer needs and to plan for expansion of the service as appropriate
7. Work with the Clinical Lead within the assigned PCN to develop the SPLW service in a way that responds to PCN needs and those of the local population.
8. Support the SPLWs with complex patient cases that require additional attention.

**General Casework:**

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 Patient Activation Measure (PAM) assessment tool to ensure that any interventions are tailored appropriately to the clients’ level of ‘activation’ in relation to managing their own health and wellbeing needs; and 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 residents 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 residents 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 an acute mental health need requiring a qualified practitioner

**Health Coaching and Motivational Interviewing:**

1. Work systematically with residents who have been identified through means of PAM assessment as needing oriented goals to improve outcomes, increase self-management and reduce inappropriate use of health services
2. To tailor support and interventions through goal setting and motivational techniques to develop individualised and measurable goal plans for residents; focusing on one small change at a time that is most important to the client
3. To work systematically with residents to develop some level of condition-specific knowledge and skills, build client’s knowledge and confidence to make informed decisions, adapt their health related behaviours and encourage habits that are conducive to increased wellbeing and a better quality of life
4. To move residents away from being passive recipients of care to a collaborative relationship where they are active partners in their own physical and mental health and wellbeing
5. Responsibility for supporting operational aspects of Health Coaching and developing related training courses and materials

**Wider Hounslow focus:**

1. 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
2. Actively engage in London-wide learning events organised by NHS England and local training and advice sessions organised by voluntary sector host organisations H4All CIO and Groundwork London
3. 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
4. With support from both H4All CIO 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:**

1. To be pro-active in maintaining personal and professional learning and development and identify own training needs as they arise
2. To attend team meetings, away days and other similar events
3. To participate fully in regular one-to-one supervision sessions and in an annual performance appraisal
4. Work as part of the team to seek feedback, continually improve the service and contribute to business planning
5. 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
6. 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