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

 

Social Prescribing Project Manager

Job Description

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Salary: £31,000 (plus contributory pension)

Hours: 37.5 hours per week

Accountable to: H4All Community Health Manager, Groundwork London Environmental Services Manager and Primary Care Networks Clinical Directors

Staff responsibility: Social Prescribing Link Workers (SPLW)

Employed by: H4All CIO Member organisation or Groundwork London

**Based:** Heart of Hounslow Centre for Health, Bath Road, Hounslow, with travel across the borough

**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 better self-manage and engage with the extensive range of support in the community
* Lead, develop, supervise and support the team of SPLWs that deliver a range of wellbeing and social prescription services within Hounslow PCNs
* Support the development of Social Prescribing in Hounslow and represent and promote the service to stakeholders to stimulate appropriate referrals in line with agreed standard operating procedures and key performance indicators
* Develop integrated ways of working with providers of other local services such as the London Borough of Hounslow and Hounslow and Richmond Community Trust
* Monitor and evaluate the effectiveness of the service against agreed targets
* Contribute to the development of the service and participate in support, supervision and training as required
* Contribute to the education of staff within PCNs
* Identify areas within the local community that require investment, support the link workers to capture this information
* Grow working knowledge of resources and support in the community
* Ensure best practice and delivery of a service of quality

**Key relationships:**

Hounslow Consortium, PCN Clinical Directors, Local GP Practices within the specific PCN, H4All CIO, Groundwork London, residents and Hounslow’s diverse range of voluntary sector organisations.

**Main duties**

**Management of staff:**

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, training and annual appraisals
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 and 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 that staff feel supported at all times and that there are effective communications, development opportunities and access to a range of training opportunities
6. Ensure and provide appropriate lines of communication with/between staff, staff teams and senior management structures both within H4All, Groundworks London and the Hounslow GP consortium
7. Work with the H4All CIO/Groundwork Managers to regularly review staff and volunteer needs and to plan for expansion of the service as appropriate
8. Ensure best practice is reflected on and implemented; promoting a culture based on the principles of person-centered care and support, ensuring dignity, choice, respect, independence and rights are upheld at all times

**Service Delivery:**

1. Manage and oversee the operation, development and performance of the service in line with service specifications, contractual requirements and organisational policies and procedures
2. Work with the Clinical Directors and patients in each PCN to develop local strategies to tackle inequality through the SPLW service.
3. To help embed and deliver a person-centred model of care which has an emphasis on prevention, holistic interventions and promoting selfcare
4. To contribute to the creation, implementation and adherence of robust policies and procedures; ensuring compliance across the service; and review as necessary
5. To assist with the preparation and dissemination of information and promotional material to represent and maximise awareness of the service
6. To represent, promote and report on the service (and Social Prescribing) to all main stakeholders at a range of senior level meetings and maintain effective relationships with key stakeholders
7. Work with the Clinical Lead(s) within the assigned PCNs to develop the SPLW service in a way that responds to PCN needs and those of the local population
8. Engage the PCNs on a regular basis and work proactively with health and social care professionals to stimulate appropriate referrals in line with agreed key performance indicators
9. Provide timely feedback to referral partners on the support provided to patients
10. To participate in learning labs, events, network groups/events, PPG groups as required
11. Maintain knowledge of local services to address a range of welfare, employment, healthy lifestyle, social and support needs
12. Work with H4All, Groundworks London and Consortium managers and partner agencies to develop and implement effective ICT equipment and management processes that are appropriate to the needs of the service(s)

**Record keeping, Monitoring and Evaluation:**

1. To develop and maintain effective systems to keep accurate records relating to the delivery, performance and quality of the service, and produce and submit service reports in the agreed format and in accordance with agreed timetables
2. Monitor and evaluate the effectiveness of the service against agreed targets and provide reports accordingly; attending meetings as required as well as other delegated tasks
3. To take a key role in the development, delivery and reporting of tailoring and outcome measures including but not limited to PAM, ONS4 and Campaign to End loneliness tools
4. To help maintain accurate and up to date records of activity in compliance with Information Governance protocols and identified priorities such as Safeguarding and quality assurance

**Learning and development:**

1. To contribute to the knowledge, understanding, and reflective practice of the H4All Wellbeing Service team and Care Connection Teams
2. To be pro-active in recognising, and taking responsibility for, personal professional learning and development
3. To participate in learning and development opportunities as required, following assessment of personal and professional development needs

**Service user engagement:**

1. To participate in activities that ensure that local residents are engaged as fully as possible in the development, design, delivery, and evaluation of the service
2. To assist in eliciting, and keeping records of, the views of participants and stakeholders regarding the effectiveness and quality of the support they have received from the service
3. To support and promote organisational policies and procedures in relation to peer support and service user participation

**Wider Hounslow focus:**

1. Keep up to date with developments within social prescribing to ensure the approach is in line with 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
5. Keep appraised of the wider Hounslow Integrated Care Programme ensuring the service keeps in line with these local priorities and new ways of working

**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