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

 

Social Prescribing Link Worker (SPLW)

**Job Description**

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Salary: £29,503 (plus contributory pension)

Hours: 37.5 hours per week

Accountable to: Team Leader

**Based:** A Primary Care Network in Hounslow, within a specific lead GP Practice

**Contract duration:** open contract (on completion of probation)

## 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 (SPLW) service – supporting clients to access and engage with the extensive range of support in the community. They will be employed, trained and supported by Groundwork London and seconded to a Hounslow Primary Care Network (PCN).
* 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 PCN, Hounslow Consortium, 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 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 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. To maintain accurate and up to date records of activity and client profiles in agreed formats and database systems; ensuring use of PAM, ONS4 and Elemental; in compliance with Information Governance protocols.
7. 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.

**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.
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 Groundwork London, practice staff and Hounslow Consortium, maintain a comprehensive knowledge of the range of services and capacity available in Hounslow’s voluntary and community sector and maintain relationships with key referral organisations.

**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.

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