

Chelmsford Centre Supporting Voluntary Action (CVS)

Social Prescribing GP Link Co-ordinators

Organisational and Project information

Chelmsford CVS is an independent charitable company set up to support charities, voluntary and community groups in the area. Our experienced team support people to take charge of local issues, encouraging groups to come together, building on existing skills and confidence to develop ideas into a sustainable reality. We work with a variety of partners to develop and co-ordinate voluntary action and have a successful track record of delivering projects to meet community need.

One of our projects is a social prescribing collaboration which, with the commitment of a variety of partners, uses a person centred approach to empower people to take control of their health and wellbeing connect local people to activities, community groups and services for practical and emotional support.

This new appointment offers an exciting opportunity to build on the successes of the project, by increasing our team of Link Co-ordinators to fully embrace the potential of social prescribing and its benefits to local people. Taking referrals from GP practices and Multi-Disciplinary Teams within Phoenix Primary Care Network, you will work directly with individuals encouraging them to connect or reconnect with the support available.

Chelmsford CVS is seeking committed and conscientious individuals with expertise in working with a range of people, some of whom may require additional support to engage with local services, to implement patient referrals.

Salary: starting at £22,462 (pay award pending).

Hours of work

Full time 37.5 hours per week.

Post holders must be prepared to work flexible hours, in line with the requirements of the role, which will involve occasional evening and weekend work.

Conditions of service

- This is a fixed term contract for 1 year (likely to be extended subject to continued funding arrangements).
- Salaries are paid monthly in arrears.
- 30 days annual leave (pro-rata), including Bank Holidays.
- The charity provides a workplace pension scheme through Legal and General.
- Mileage allowance / public transport expenses will be paid for travel on the charity's business subject to the organisations expenses policy.
- There will be a six month probationary period.

Location

- Whilst Covid-19 restrictions are in place training and working practices are currently changed to a virtual offer with our social prescribers working at home. In future and when it is safe to do so, the outreach elements of the post may require working at GP Surgeries, including practices in Maldon, Tollesbury, Danbury and at any of the charities existing or future project sites.
- The duties of the Social Prescribing Link Co-ordinator involve working around Chelmsford, Maldon and occasionally elsewhere in Essex. There may be the occasional requirement to attend training or conferences elsewhere in the UK.

Please note the closing date is **5pm on 30 July 2020. Interview date and arrangements will be confirmed.**

Social Prescribing Link Co-ordinator - *Job Description*

Job title:	Social Prescribing Link Co-ordinator
Job purpose:	To offer a social prescribing service to vulnerable people across GP surgeries in Phoenix Primary Care Network
Hours:	Full time 37.5 hours per week
Salary:	Starting at £22,462 (pay award pending)
Contract:	Fixed Term initially for 1 year

Main Duties of the Role

Reporting to a Social Prescribing Programme consultant, this role is funded by NHSE through the Primary Care Network (PCN) and involves personalised **social prescribing** to vulnerable people at GP Practices with particular focus on Phoenix PCN. The PCN comprises 3 GP practices, covering a mix of rural and urban settings. We have a social prescriber already working successfully at this PCN and this is an exciting opportunity to build on existing good working relationships as there is enthusiasm to further explore what social prescribing can do for patients and local communities.

Working directly with patients at practice level, you'll be connecting with them by telephone or virtual means (in future and when safe to do so this may change to meeting in person at a safe social distance) speaking to them on a one-to-one basis, using a person centred approach to improve their health and wellbeing by connecting to activities, community groups and services for practical and emotional support. You'll have the support of the Centre in connecting to the community offer and of the practice in reaching those who would most benefit from the support of a social prescriber.

Key responsibilities:

Work with all clinical, social care and mental health colleagues attached to the surgeries, as an advocate for the voluntary and community sector, to ensure that the local social prescribing offer is fully integrated.

Work with and take referrals from a wide range of agencies in particular GP practices within Primary Care Networks and Multi-disciplinary Teams.

Be a friendly source of information about wellbeing and prevention approaches.

Approach and positively engage with identified vulnerable individuals who may be referred ensuring that they fully understand what a social prescribing service is able to offer, that it requires personal goal-setting and can enable them to maintain their independence and improve their wellbeing.

Provide support to individuals to take control of their wellbeing, live independently and improve their health outcomes. Develop trusting relationships giving people time to focus on 'what matters to me'. Take a holistic approach based on the individual's priorities and the wider determinants of health.

Help people identify the wider issues that impact on their health and wellbeing such as debt, poor housing, being unemployed, loneliness and caring responsibilities and to consider how they can be supported through social prescribing.

Work with individuals to co-produce a simple personalised support plan, including what they can expect from the groups and services they are being connected to and what the person can do themselves to improve health and wellbeing. Introducing or reconnecting them to activities, community groups and statutory services as identified.

Support, inspire and empower the individual through several virtual one to one sessions, to help them to achieve their personal goals.

Build relationships with staff in GP practices, attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing. Note that meetings are currently being conducted via Teams; full training will be given.

Be proactive in developing strong links with practice staff to encourage referrals, recognising that they need to be confident in the service to do so.

Work in partnership to raise awareness of social prescribing and how multi-agency partnership working can reduce pressure on statutory services.

Ensure that all individuals who pass through the service are accurately recorded, following up to ensure that they have received good support; completing monitoring as required, to demonstrate outcomes of the service. Use a common template to record enquiries, individual goal progress, activities.

Use guided conversation to identify and capture initial data that can be used for follow up with the individual at 6 months and 12 months enabling tracking of the impact of the service on their health and wellbeing. Encourage people to provide feedback and share their stories about the impact of the service on their lives.

Adhering to data protection legislation and data sharing agreements, work closely with GP practices to ensure that social prescribing referrals are captured on SystemOne so that they can be tracked. Training in SystemOne will be given.

Ensuring that, should the social prescriber identify a need for a service that is not available or hard to source support, this is captured for reporting to commissioners. Work with the Centre's team and partners as appropriate to draw upon and increase the capacity and range of local activities available to take social prescribing referrals.

Be a point of contact and ongoing support for volunteers who may be delivering activities (such as walks or online weight management) that support the GP practice.

The role will require managing and prioritising your own caseload, in accordance with the needs and priorities of individuals; having a strong understanding of when those needs are beyond the scope of the link worker role and it is necessary to refer people back to other health professionals/agencies.

General

- The post-holder will be required to participate in professional development, using appropriate learning opportunities, to improve relevant knowledge and skills
- Ensure that all activities of the project provide equality of opportunity
- Work within the policies and procedures of Chelmsford CVS and GP practices to ensure that all activities comply with all relevant legislation and guidance, in particular Safeguarding, Mobile working, Health & Safety guidance and GDPR data compliance
- Work as part of the healthcare team to seek feedback to improve the service
- Undertake any tasks consistent with the scope of the role, ensuring that work is delivered in a timely and effective manner
- Any other duties appropriate to the purpose of the post, either as identified by the Chief Officer, or as identified by the PCN, or you and agreed with the Chief Officer.

Special circumstances

- Self-servicing, managing own diary, using Microsoft programmes, client relationship management database taking social prescribing referrals from and inputting progress onto SystemOne (training will be given)
- Attendance at evening or weekend meetings may be necessary
- 'Meeting' people on a one-to-one basis, currently via telephone or virtual technology but in future and when it is safe to do so in a Covid Safe setting or at the practice
- An Enhanced Disclosure & Barring Check will be undertaken for the role
- Travel throughout the area covered by Chelmsford CVS and its partners is required.

Social Prescribing Link Co-ordinator - *Person specification*

The post-holder should be able to demonstrate by Application and Interview that they have **skills** and **experience** in each of the following areas (paid or unpaid):

Education

- A good general education to NVQ level 3 or Advanced level is **essential**.
- Commitment to ongoing personal and professional development is **essential**
- A health and social care related qualification or equivalent level of experience of working in specialist area such as motivational coaching would be **desirable**
- Prepared to undertake further training relevant to the role (such as 2 days Mental Health First Aid, Health Coaching, SystmOne) is **essential**.

Essential requirements – specific to this post

- A proven track record of success in a health, social care, or information and advice setting working in direct contact with people, families or carers
- Good people skills with a friendly, approachable style and ability to actively listen and form trusted, positive relationships
- Confident working within professional boundaries
- Direct experience of working with a range of agencies, including voluntary and community groups, to maintain a complex network of contacts
- Experience of working with individuals to develop, implement, and review person led support or action plans
- Ability to communicate effectively in a range of settings including and to a range of audiences
- Flexible and responsive to changing needs of client and service
- Ability to deal tactfully but assertively with a wide range of people
- A practical understanding of the complexity of people's lives and the physical, emotional, attitudinal barriers they face, in particular those experiencing social exclusion
- Sound understanding of safeguarding and data protection responsibilities
- Experience of working autonomously and managing own workflow
- A sound working knowledge of data collection, using tools to measure impact and manage and monitor activity (training in specific software packages will be given)
- Ability to deliver a workload within set parameters, targets and deadlines

Essential abilities and personal qualities

- Tactful, empathic and diplomatic; able to forge effective, working relationships with people from a wide range of backgrounds and colleagues in local agencies
- Able to deal with a variety of information sources and decide upon its relevance to the client, the work of the project or that of its partners
- Creative, solution focussed approach to problem solving
- Able to work with others across areas / sectors in achieving outcomes
- Good written and verbal communication skills; able to produce and disseminate information timely and accurately and collect data effectively
- Able to work well as part of a small team to meet required aims and objectives, share skills and expertise
- Strong organisational skills, able to plan and prioritise, managing time and caseload
- IT competent, particularly with Microsoft Office programmes and databases
- Good, empathic interpersonal skills with ability to fact find sensitively and tactfully

Specific requirements

- Commitment to the aims and objectives of social prescribing in a whole community setting is **essential**
- Commitment to excellence in service delivery is **essential**
- Ability to travel throughout the Mid Essex area is **essential**

- Ability to work hours in a flexible way, including some evenings and weekends, to meet the needs of the service is **essential**
- The successful candidate will be required to undergo a Disclosure & Barring Check and undertake mandatory safeguarding training as appropriate for the role

Desirable requirements specific to this post

- Experience of co-ordinating, developing and implementing projects
- Working knowledge of the personalised care approach
- Able to utilise coaching techniques to support people's behaviour change
- Sound knowledge of the local area and range of voluntary, statutory and private sector organisations available to support local people (training can be given)
- Experience of working within an NHS or social care setting
- Experience of risk assessment and managing risk when working with individuals
- Knowledge of legislation relating to vulnerable adults
- Commitment to and understanding of equality and diversity in the workplace.

Equal Opportunities

The project aims to offer a culturally sensitive social prescribing service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity.

Chelmsford CVS operates an equal opportunities policy and is committed to make this policy effective.

Although every attempt is made to meet the access needs of disabled people, it cannot always be guaranteed that every individual need can be met. For example, it will be necessary for the post-holder to do home visits, attend meetings and work in a variety of settings where unimpaired access to such premises cannot be guaranteed.

We will work with individuals and others, where appropriate, to identify what reasonable adjustments can be made to accommodate access needs.