

208 Cambridge Heath Road, London E2 9LS

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Practice Manager: Ruth Waring

Practice Code: F84016

Social Prescriber/Wellbeing Linkworker Job opportunity

Location:	Mission Practice, 208 Cambridge Heath Road, London E2 9LS
Salary:	£27.370 per annum (pro rata)
Hours:	8 hpw (split over 2 days including regular Thursday afternoons)
Leave:	28 days per annum plus public holidays (pro rata)
Reporting to:	Senior Social Prescribing Link Worker and Practice Manager
Duration:	One-year fixed term initially

We at the Mission Practice are looking for a part-time Wellbeing Linkworker / Social Prescriber to work alongside our experienced Linkworkers. This will enable our Senior Linkworker to explore innovative ways of serving our patients in this area of health and reducing health inequalities by addressing the wider determinants of health.

The Mission Practice is a special place to work with a diverse team who share the vision that we are all on a journey in life growing and developing all the time, and we understand that health is not just about lack of illness, but being well in body, mind and spirit. The Mission Practice has been serving patients in Bethnal Green since 1901. We have had a social prescribing service for more than 11 years, before it was known as Social Prescribing, and a Primary Care Chaplaincy service for more than 25 years. Our patients are of all cultures and backgrounds, but often experience material poverty and complex, multiple disadvantages, including long term physical and mental illnesses, isolation and financial instability, immigration, homelessness and housing problems. As a Social Prescribing Linkworker, you will join us to walk alongside especially these patients.

The successful candidate will be employed directly by the GP Surgery, which means your time for patients is prioritised and protected. Our Linkworkers are very much embedded in the practice team, and work from a dedicated room adjacent to the main waiting room. Having a Linkworker in a predominantly clinical team adds value, as it

helps us to keep an open mind. You will work autonomously to support and empower patients towards better social health, whilst working with the whole Multi-Disciplinary Team including GPs, Nurses, Pharmacists and many other Allied Health Professionals as well as Patient Advisors and our Chaplaincy team.

We see how good relationships are essential for true health and wellbeing, which can be found in the community more than in a GP Surgery. Your integrity, dedication and creativity will be welcomed and needed to build relationships in Bethnal Green, an area with huge social and economic challenges, but also with a vast array of voluntary and community sector (VCSE) organisations, including faith groups and amazing local initiatives and opportunities.

While the NHS is under ever increasing pressure and time is so limited we still try to spend time with patients to help understand what really matters to them. Social health includes relationships, finances, accommodation, employment, caring responsibilities, training, creativity and many more. You will help people identify these wider issues that impact on their health and wellbeing. We want you to build trust and respect, providing non-judgemental and non-discriminatory support, respecting diversity and lifestyle choices, accepting when they are not ready for change but taking time to understand what unique fears and other hurdles they face towards better wellbeing, encouraging them to find their own solutions and make use of the support available.

MAIN DUTIES

The duties described below are shared across the Social Prescribing Team and are not sole responsibility of one person:

Core Duties:

- Take referrals, mainly from any staff within the Mission Practice, but also beyond or self-referrals
- Provide personalised support to individuals, their families and carers to improve their wellbeing and health outcomes.
- Develop trusting relationships by giving people time and focus on what matters to them.
- Introducing or reconnecting people to community groups, (inter)national services, charities and sources of knowledge as well as statutory services.

- Manage and prioritise own caseload, in accordance with the needs, priorities and urgency of cases, delivering a compassionate but fair and sustainable service in a very demanding and fast-paced environment.
- Manage expectations by sharing honest and clear information about the limitations of Social Prescribing, especially around housing / homelessness and the length and depth of support available per patient.
- Where appropriate, seek advice and discuss patient related concerns and needs with the wider multidisciplinary team, and refer and signpost if needed.
- Educate the wider team what services and support are available within the community and how and when patients can access them. Be an access point for advice on relevant services, aiming to reduce medicalisation of social health.
- Capturing data in EMIS in accordance with the GP Care Group Social Prescribing Service guidelines.
- Draw on and support the strengths and capacities of local communities, enabling them to receive referrals, while working on positive relationships, building mutual trust, finding common ground while respecting different views and acknowledging the unique challenges and limitations they face.
- Where possible, provide support to community groups and services, identifying and supporting filling gaps in local provision.
- Proactively develop links with local agencies and seek regular feedback about referral quality, as well as the impact of social prescribing on them.

Other Duties:

- Work within the policies of scheme and Practices.
- Maintain a good working knowledge of health and safety procedures.
- Active participate in regular support sessions and appraisals with your line manager. Attend training, supervision and development activities as identified and participate in meetings as required.
- Take an active role in reflecting, reviewing and developing professional knowledge, skills and behaviours.
- Maintain administration systems and workspace.
- Attend MDTs to embed relationships and promote social prescribing.
- Work flexibly to meet the needs of clients and use appropriate judgement to ascertain the number and length of sessions required, whilst being mindful of service capacity.

Duties may vary from time to time, without changing the general character of the post or level of responsibility and will be within the post holder's (growing) competence.

PERSON SPECIFICATION

Essential

- Actively listen and empathise with people in a non-judgemental way.
- Provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity.
- Commitment to reducing health inequalities and proactively working to reach people from diverse communities.
- support people in a way that inspires trust and confidence, motivating others to reach their potential, adapting to individual levels of ability and health literacy.
- Communicate effectively, both verbally and in writing, with people, their families, carers, community groups, clinical professionals and others.
- Work to reduce hierarchies and find creative solutions to community issues.
- Personal accountability, emotional resilience and ability to work well under pressure.
- Work flexibly and enthusiastically within a team or on own initiative.

SKILLS AND KNOWLEDGE

Essential

- Knowledge of the personalised care approach.
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers.
- Understanding of, and commitment to, equality, diversity and inclusion.
- Knowledge of community development approaches including asset-based community development and community resilience.
- High proficiency with IT systems, including ability to use Microsoft Office, especially Outlook, Word and Excel.
- Understanding of the needs of small community groups and ability to contribute to supporting their development
- Ability to methodically organise, plan and prioritise on own initiative, especially when under pressure and meeting deadlines.
- High level of written and oral communication skills, with clinical professionals as well as patients with often complex needs.

- Confidently approach difficult conversations, ability to de-escalate situations of (potential) conflict, maintaining healthy relationships with different parties, being clear but kind about boundaries of the role.
- Experienced in identifying and raising (potential) safeguarding issues and needs that are beyond the scope of the role.
- Able to provide motivational coaching to support people's behaviour change.

Desirable

- Local knowledge of VCSE and community services.
- Knowledge of how the NHS works, including primary care and MDT working.
- Experience with the use of EMIS Web, AccuRx and Mailchimp.

QUALIFICATIONS / EXPERIENCE

Essential

- NVQ Level 3, Advanced level or equivalent qualifications or working towards
- Demonstrable commitment to professional and personal development

Desirable

- Training in motivational coaching and interviewing or equivalent experience
- A background in sociology, anthropology, education or community work with marginalised or ethnic minority groups.
- Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)
- Experience of supporting people facing complex needs, their families and carers, supporting people with their mental health
- Experience of working with the VCSE sector
- Experience of data collection and using tools to measure the impact of services
- Experience of partnership/collaborative working and of building relationships across a variety of organisations
- Ability to maintain effective working relationships and to promote collaborative practice with all colleagues
- Ability to work flexibly and enthusiastically within a team or on own initiative
- Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, information governance, and health and safety

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.