

Social Prescribing Link Worker Application Pack

September 2022



Dear Applicant,

Thank you for expressing an interest in the role of Social Prescribing Link Worker (SPLW) working with GP Practices in one of the Primary Care Networks (PCNs) in Haringey. This is an exciting opportunity, and we hope you will find the details in this application pack both interesting and useful in making your application. We suggest you take a look at our websites, details below, which will give you a better understanding of Public Voice and the scope of our current activities.

Please send us a CV and a separate Personal Statement of no more than two sides of A4 explaining how you meet the person specification for the role, see below. We will be evaluating all applications against the Person Specification. Applications must also include a completed Monitoring Form.

Applications should be sent to info@publicvoice.london by 12.00pm midday on Monday 3rd October 2022 and should include the names and contact details of two referees. Postal applications can be sent to: Public Voice, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX.

If you require the recruitment pack in an alternative format, please call 020 3196 1900.

Interviews for shortlisted candidates will be held on week commencing Monday 10th October 2022.

We look forward to hearing from you.

The Public Voice team

Websites:

Public Voice: <https://publicvoice.london>

Haringey Reach and Connect: <https://reachandconnect.net>

Healthwatch Haringey: <https://www.healthwatchharingey.org.uk>

Haringey Circle: <https://www.haringeycircle.com>

Job Title:	Social Prescribing Link Worker
Salary:	£28,325 (inclusive of £500 expenses)
Working hours:	37.5 per week
Annual Leave:	25 days plus bank holidays
Contract length:	12 months, with possibility of extension
Based:	London Borough of Haringey

What is Public Voice?

Public Voice is a Community Interest Company (CIC) with a mission to improve neighbourhoods, the lives of the people who live in them and the public services they use.

We deliver a number of projects in Haringey and other London boroughs, including the statutory Healthwatch service in Haringey, Haringey Advice Partnership, as part of consortiums delivering information, advice and guidance, and Haringey Reach and Connect, a community navigation and support service for over 50s in Haringey, in partnership with Mind in Haringey and Wise Thoughts. We also manage a team of Social Prescribing Link Workers based in GP practices across Haringey, support Haringey's Joint Partnership Board, with several reference groups for adult social care users providing an interface between service users, the NHS and the Council, and provide advice and support for residents in the planning, regeneration and development of their homes and neighbourhoods through our Public Voice Neighbourhoods service.

We do this through community engagement, individual user engagement and community intervention, collecting the combined voices of citizens, gathering evidence and ultimately taking action to bring about positive change, now and in the future.

Statement of intent on equality, diversity and inclusion

Public Voice is an equal opportunities employer and an anti-discrimination, pro-diversity and inclusion organisation.

We aim to go beyond the narrow scope of legislative compliance and follow best practice, making equality, fairness and diversity a fundamental part of all our activities.

We want to make sure that everyone is treated fairly and with dignity and respect by challenging discrimination and removing barriers. We recognise the benefits of different values, abilities, and perspectives, and celebrating people's differences. This means promoting an environment that welcomes and values diverse backgrounds, thinking, skills and experience.

We positively welcome applications from disabled candidates and people from all ethnic groups.

We celebrate the diversity within our staff team who are representative of the diversity in our local communities and continually strive to provide equal access to all.

The role, and the purpose of social prescribing

These are innovative new roles to develop social prescribing in the local NHS. Based in one of the eight PCNs you will work in different GP practices across that Network to deliver their specific priorities. You will join a team of ten Social Prescribing Link Workers working in Haringey PCNs and be part of a wider community-based Borough team which offers information, signposting and short-term support across the eight localities in Haringey.

Social prescribing empowers people to take control of their health and wellbeing through referral to non-medical Social Prescribing Link Workers, who give time, focus on 'what matters to me' and take a holistic approach, connecting people to community groups and statutory services for practical and emotional support.

Social prescribing can help to strengthen community resilience and personal resilience and reduces health inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities. It works particularly well for people with long-term conditions (including support for mental health), and for people who are lonely or isolated, or have complex social needs which affect their wellbeing.

Activities that make up a social prescribing service are extremely varied and can be tailored to meet the needs of a particular community, demographic or patient group. For example, they can include support groups, exercise classes, advice services, cookery and outdoor activities.

At the centre of the social prescribing process is the Social Prescribing Link Worker, working with GP Practices in a Primary Care Network, who connects patients who are referred to a range of activities and services in the local area depending on their needs, interests and capacity for engagement. This is a complex role as the SPLW will need to have good interpersonal skills to engage with the patient and have a comprehensive knowledge of the services and activities available in the local area.

NHS England (NHSE) has made funding available to Primary Care Networks (PCNs) since 1st July 2019 to provide a social prescribing service to patients who will benefit from a more holistic approach to their wellbeing. The NHSE Guidance states that: 'social prescribing and community-based support is part of the NHS Long-Term Plan's commitment to make personalised care business as usual across the health and care system'.



Accountability

The SPLW will be employed by Public Voice, responsible to the Social Prescribing Manager of Public Voice for their line management and performance reporting. SPLW's are based across GP practices in one of the eight PCNs and are accountable to the PCN for delivering the GP's specific social prescribing objectives. They are part of the borough wide Community Navigator Service which is community based and operates in eight localities across Haringey. The eight localities are similar to the eight PCN areas and each SPLW will be supported by their local Community Connector from Haringey Reach and Connect, which is also delivered by Public Voice.

Job Summary

Key tasks and responsibilities

1. Work in partnership with key staff in GP practices within the local Primary Care Network (PCN) to deliver their priorities, attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing, raising issues and receiving briefings and updates.
2. Accept referrals for people with health conditions (including common mental health conditions, obesity, diabetes, respiratory conditions, mobility issues and sensory impairment) who wish to benefit from community support, focusing on people who are isolated. This includes self-referrals and online enquiries.
3. Proactively contact, engage and inspire people to take part, assessing their needs and offering a personalised approach to include face to face meetings, home visits, telephone support as required.
4. Motivate, empower and encourage people to take positive action to improve their health and wellbeing, by connecting with others, attending groups, promoting self-care, volunteering, accessing advice and information and support services. Set goals and develop plans with people to help them take control of their health and wellbeing.
5. Work with people in a supportive, holistic way (using a Motivational Interview approach) to address practical and psychological barriers, such as lack of transport, low confidence and social isolation, to co-produce a solution.
6. Using the database / CRM systems and directories available to you, support people to choose appropriate community activities to support their wellbeing, such as exercise groups, self-help groups, debt advice, community gardening and the Haringey Circle membership activity programme.

7. Maintain regular, supportive contact to address issues as they arise and ensure people progress and achieve their goals.
8. Ensure all necessary data and information about patients, users and volunteers is recorded accurately and confidentially on the CRM / database with awareness of information governance best practice.
9. Use recognised tools with patients to track improvements in their health and wellbeing, such as Warwick Edinburgh scale and Work with GP practices to review data on GP appointments and hospital admissions to track statistical improvements at practices.
10. Engage with Patient Participation Groups (PPGs), existing community groups, patients and staff to promote volunteer opportunities.
11. Work closely with the locality Community Navigator team to benefit from the co-ordination of activities and link in with the wider service offer.
12. Help to identify opportunities and activities in the local area which people could benefit from, such as local community groups, make contact, engage them in the service and register them on the CRM directory (with support from colleagues).
13. Achieve demanding targets for numbers of people engaged and supported and produce monthly monitoring reports as required.

Person specification		
Qualifications	Essential	Desirable
Background in health / social care and/or working with vulnerable / isolated people	•	
Experience		
Experience of working in an urban multi-cultural area	•	
Good IT skills and experience of using a database or CRM system.	•	
Experience of motivating, empowering, supporting people to achieve goals.		•
Experience of working with volunteers.		•
Knowledge		
Good knowledge of information governance and ability to always maintain confidentiality, within any statutory guidance on safeguarding.	•	

Skills		
To be non-judgmental and to take a positive approach to all people.	•	
Able to follow processes and systems when accepting referrals, assessing people, developing action plans and following up.	•	
Excellent communication skills, able to negotiate, build relationships, advocate for people and inspire others.	•	
To be sensitive to the needs of individuals and communities that are perceived as hard-to-reach.	•	
The ability to effectively communicate with a wide range of stakeholders, including good social interaction and listening skills.	•	
Resilient and confident, able to work in a busy environment (GP practice) with colleagues under pressure and champion the service to health professionals.	•	
Able to work autonomously and be a self-starter.	•	
Able to take decisions and use professional expertise, but within a structured framework and existing systems and policies.	•	
Other		
Driven, target focused and highly motivated.	•	
Outgoing, energetic and passionate about improving the health and wellbeing of others.	•	
Effective team player who contributes to the success of others.	•	
Fluent in a second language.		•

Application and selection

To apply, you are asked to provide:

- A copy of your CV.
- A personal statement of no more than two sides of A4 detailing why you are applying and how you meet the person specification criteria – all applications will be reviewed against the person specification criteria, so it is important to address these in your personal statement.
- A completed monitoring form.

You are also asked to supply contact details for two referees, one of whom should be a current or recent employer or someone who has known you in a professional capacity.

Applications should be submitted via email to info@publicvoice.london

The deadline for all applications is **Monday 3rd October at 12.00pm midday.**

If shortlisted, you will be invited to an interview, where there will also be a practical test relating to the job role.

Interviews will be held on Monday 10th October 2022.