



Public Voice

*service improvement
through user engagement*

Link Worker - Social Prescribing Applicant Pack



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 **9.00am on Monday 14th October 2024** 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 as and when we receive suitable CV's.

We positively welcome applications from candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

We look forward to hearing from you.

The Public Voice Team

Social Prescribing Link Worker

Hours of work: Part time or full time (22.5 to 37.5 hours per week) will consider job share

Annual Leave: 25 days per annum FTE (plus bank holidays) – pro rata for part time

Salary: £30,090 - £30,385 per annum FTE (inclusive of £500 expenses) – pro rata for part time

Period: Fixed-term until 31st March 2025, with possibility of extension

Based: London Borough of Haringey

Purpose of the job

These are innovative roles to develop social prescribing in the local NHS. Based in one of the six Primary Care Networks (PCN) 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 particularly works for people with long-term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing.

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.

For more information about how to apply please email info@publicvoice.london

Closing date: 9.00am on Monday 14th October 2024

About 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.

Through our work, we ensure people in the community are heard – bringing together diverse voices and including those who find themselves marginalised or are rarely reached by service providers. We take a user-centred, co-production approach to understanding individuals' and communities' needs, and translate that into meaningful insights for service providers in government, public health, and housing. The results are better outcomes for residents and service users, more effective and efficient services for providers, and stronger and healthier neighbourhoods.

We also deliver a 'Community Navigation Service' called Reach and Connect www.reachandconnect.net which provides short-term support to residents aged 50+ through signposting and brief interventions where additional support is required. The team of SPLW's form part of this wider team but are based in GP Practices and offer a service to all adults over eighteen years of age.

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 candidates from Black, Asian and Minority Ethnic groups and also welcome applications from disabled candidates.

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.

Social Prescribing Link Worker

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’*.

The term ‘social prescribing’ refers to an arrangement where health professionals link up patients to activities and support in the community that may benefit them – a non-medical prescription. It can be particularly effective in helping individuals to manage long-term conditions, mental health problems and social isolation. 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.

Purpose of the job

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Accountability

The SPLW will be employed by Public Voice, responsible to the Programme Manager of Public Voice for their line management and performance reporting. SPLW's will be based across GP practices in one of the six Primary Care Networks (PCNs) and be accountable to the PCN for delivering the GP's specific social prescribing objectives. They will be part of the Borough Wide Community Navigator Service which is community based and operates in seven localities across Haringey. The seven localities are similar to the six PCN areas and each Link Worker will be a member of, and supported by, their local Community Navigator team which is led by a Community Connector.

Key tasks and responsibilities

Working with GP practices within one of the primary care networks, taking referrals from GPs, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals and other agencies. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the SPLW role – e.g. when there is a mental health need requiring a qualified practitioner.

Provide personalised support to individuals, their families and carers to take control of their wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and focus on 'what matters to me'. Take a holistic approach, based on the person's priorities and the wider determinants of health. Co-produce a personalised support plan to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services. The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by individual.

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. As a member of the local Community Navigator team you will attend regular team meetings to give feedback on the service, raise issues and receive briefings and updates from team members.

- 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.
- 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
- 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.
- 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.
- Using the Charity Log CRM system and directory, support people to choose appropriate community activities to support their wellbeing, such as exercise

groups, self-help groups, debt advice, community gardening; and Haringey Circle.

- Maintain regular, supportive contact to address issues as they arise and ensure people progress and achieve their goals.
- 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.
- 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.
- Engage with Patient Participation Groups, existing community groups, patients and staff to promote volunteer opportunities.
- Work closely with the locality Community Navigator team to benefit from the co-ordination of activities and link in with the wider service offer.
- 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).
- Achieve demanding targets for numbers of people engaged and supported and produce monthly monitoring reports as required.

Person Specification

Essential:

- Background in health / social care or working with vulnerable / isolated people
- Experience of working in an urban multi-cultural area.
- 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.
- Driven, target focused and highly motivated.
- Resilient and confident, able to work in a busy environment (GP practice) with colleagues under pressure and champion the service to health professionals
- Outgoing, energetic and passionate about improving the health and wellbeing of others.
- Good IT skills and experience of using a database or CRM system.

- Good knowledge of information governance and ability to maintain confidentiality at all times, within any statutory guidance on safeguarding.
- 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.
- Effective team player who contributes to the success of others.

Desirable

- Experience of motivating, empowering, supporting people to achieve goals.
- Experience of working with or supporting people with mental health.
- Experience of working with volunteers.
- Fluent in a second language

We encourage applications from all backgrounds, and communities, and are committed to having a team that is made up of diverse skills, experiences and abilities. We actively encourage applications from candidates from Black, Asian and Minority Ethnic groups and disabled applicants and value the positive impact that difference has on our teams.

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