

Designation:	Lead Social Prescribing Link Worker
Grade:	Stroud Grade
Hours:	37 hours per week
Location:	Council Offices and various locations across the district
Job Purpose:	Lead responsible for ensuring Severn Health Primary Care Network (PCN) Social Prescribing Link Workers meet all staffing, contractual, legal and quality requirements in order to ensure the highest quality of services to clients and the sustained growth of the team. The Lead will also support patients on a limited case load to live 'their best lives', take a holistic approach to improve their personal resilience, addressing the wider impact of ill health such as debt, poor housing, and physical inactivity.
Responsible to:	PCN Strategic Business Manager & Community Health & Wellbeing Manager
Responsible for:	

KEY DUTIES

- Understand the challenges faced by Social Prescribing Link Workers, and work with colleagues and partners to build and nurture the PCN's social prescribing service.
- Promote social prescribing, its role in self-management and the wider determinants of health to members of the PCN and other agencies.
- Build relationships with staff in GP practices within the PCN, attending MDT meetings, giving information and feedback on social prescribing.
- Provide referral agencies, such as the Practices, with regular updates about social prescribing, including training for their staff and how to access information to encourage appropriate referrals.
- Seek regular feedback about the quality of the service and impact of social prescribing on referral agencies.
- Have overall Line Management responsibility for the SPLW team in the PCN, working with the PCN Strategic Business Manager and Clinical Director. Provide pastoral support to individual SPLWs, undertake regular appraisals and interim reviews.
- Act as a broker between Severn Health PCN and Stroud District Council to ensure balanced delivery of the priorities for both organisations. Maximise the effectiveness of managerial input to prioritise client-facing work and meeting developmental needs of individuals and as a group.
- To ensure a minimum number of social prescribing attachments occur by educating and empowering the SPLWs to refer back to other appropriate healthcare professionals where the needs of the clients are beyond the scope of the SPLW's role and facilitate proactive self-management.

- Assist with the coordination and triage of social prescribing referrals within the PCN to ensure a joined up and seamless approach.
- Have in-depth understanding of the PCN's service requirements and coordinate activity of the SPLW service to ensure the delivery of relevant service specifications.
- Track PCN performance of the relevant DES contract using reporting tools such as PCN Dashboard and implement prompt changes at individual practice or PCN level to maximise targets delivery.
- Collect relevant data based on robust clinical coding to demonstrate impact and outcomes of the SPLW service beyond the PCN DES specifications in line with the PCN's objectives. This may include drawing together reports using Word and Excel on how through social prescribing the service has reduced avoidable patient demand in GP practices and/or reduced A&E attendance and hospital admissions.
- Support delivery of relevant Quality Improvement projects working at a place level in collaboration with the neighbouring PCNs as required.
- Assist in the recruitment, selection, induction and supervision of SPLW staff as required.

SKILLS AND KNOWLEDGE

- An understanding of social prescribing and the value of non-clinical services to support people with health and care needs
- Familiarity with working in multi-disciplinary teams in a holistic and person-centred way
- An understanding of the needs of people with a long-term illness or disability and the impact this has on their health and wellbeing
- An understanding of the emotional and mental health, social and economic implications of living with long-term health conditions.
- Knowledge and understanding of the principles of safeguarding vulnerable adults & children.
- An understanding of the factors that contribute to social isolation and loneliness and its impact in health
- Good general education or equivalent experience
- Excellent written and verbal communication skills
- Experience of working with the public
- Ability to manage own time and workload
- Ability to work unsupervised
- Awareness of issues surrounding health inequalities
- IT literate

Ability to undertake work concerning more involved tasks confined to one function area of activity which requires a good standard of practical knowledge and skills in that area of activity

COMPLEXITY AND CREATIVITY

- To work in partnership and maintain effective networks
- Respond to queries and complaints
- Wider understanding of multi agency agendas and priorities
- Ability to use initiative to develop schemes and one off activities in line with the health & wellbeing agenda.
- Be creative and innovative in approach to new health & wellbeing interventions.
- Flexibility to work within the internal services of the Council and in both the County and national arena
- Use creativity in the planning of new initiatives.

Creativity is a feature of the job but exercised within the general framework of recognised procedures

JUDGEMENT AND DECISIONS

- Work is carried out within clearly defined rules and procedures
- This role requires the individual to work independently and think of their feet when responding to the needs of the customer.

CONTACTS

- Members of the Council and officers
- Members and staff of other local authorities and partner agencies
- Members of the public
- Local GPs and health staff

RESOURCES

- Little responsibility for physical or financial resources.

TRAVEL DESIGNATION

- Casual

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.

- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.