

<b>Designation:</b>	Lead Social Prescribing Link Worker
<b>Grade:</b>	<Stroud grade>
<b>Responsible to:</b>	PCN Strategic Business Manager & Community Health & Wellbeing Manager
<b>Service Area:</b>	Health & Wellbeing
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- 5 GCSE's or Equivalent
- Supervisory/management qualification
- Level 3 social prescribing or relevant experience in this field or health care
- Proficient in the use of MS Office IT packages e.g. Word, Excel,

### EXPERIENCE

- Working at a management/lead level within a similar or transferable setting
- Experience of working with others to obtain successful outcomes for adults, children and young people and families.
- Ability to communicate with vulnerable young people or adults
- Managing a caseload of clients with multiple health and care needs
- Experience in managing difficult and challenging behaviours
- Experience of promoting independence
- Ability to challenge, motivate and influence
- Ability to adapt, cope under pressure and meet deadlines
- Problem solving skills
- Managing performance across a team

### SKILLS

- Excellent written and verbal communication skills.
- Excellent communication skills with an ability to challenge where appropriate
- Able to priorities your work appropriately and manage your own time effectively
- Demonstrate quality as a key credential to delivering a successful services
- Excellent communication, organisational, commercial and people skills
- Ability to work individually and as part of a team – good use of initiative
- Understand GDPR
- Understand the importance of Safeguarding Children and Adults

### 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 to people with long-term illness or disability and the impact this has on their health & wellbeing.
- An understanding of the factors that contribute to social isolation and loneliness and its impact on health
- Knowledge and understanding of the principles of safeguarding vulnerable adults & children.

## PERSONAL ATTRIBUTES

- Ability to identify risk and assess/manage risk when working with individuals
- Able to provide leadership and to finish work tasks
- Ability to maintain effective working relationships and to promote collaborative practice with colleagues
- Able to get along with people from all background and communities, respecting lifestyles and diversity
- Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines
- High level of written and oral communication skills
- Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders
- Ability to listen, empathise with people and provide a person-centred support in a non-judgemental way

## OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Ability to travel across the district

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Relevant professional qualifications at NVQ Level 3 or above or equivalent qualification or working towards this level.
- Specialist qualifications relating to the role such as Positive Parenting, Emotional Resilience, Keep Safe, CBT.
- Safeguarding

### EXPERIENCE

- Basic review of data collected to identify trends and understand reasons for collecting data

### SKILLS & KNOWLEDGE

- An understanding of the emotional and mental health, social and economic implications of living with long-term health conditions

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

**2. Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

**3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.