



Competency Frameworks

Practitioners require competences to deliver interventions to change lifestyle behaviours that affect health. Practitioners are required to take a holistic approach which supports a persons' choices, wishes and needs as far as possible, enabling them to be in control of their own life.

Our framework is designed to support a tiered approach to interventions for behaviour change, across different behaviours, to different people and groups of people. Our competency frameworks have been developed in line with the NHS Guidance for all personalised care roles.

The lists below are not exhaustive and current colleagues will find more information about what is expected and how to evidence their competence in our Organisation Handbook.

All roles

As a member of our organisation, we expect everyone to work in a way that puts the clients at the heart of every day. There are some skills and competencies we expect of everyone at First Contact Clinical. These include:

- Keeping up to date with mandatory training and skills evidence
- Demonstrate continuous professional development, working in accordance with the role-based competency framework
- Ability to engage an individual through active and empathic listening, adapting your communication to meet the needs of your clients
- Building and maintaining safe and positive relationships with clients, stakeholders and colleagues
- Work within the boundaries of the role and service to provide safe and effective work
- Perform a basic holistic assessment of an individual's needs, including identifying the wider determinants and factors impacting on the individual's wellbeing and barriers to change – What matters to you?
- Shows awareness of equality, diversity and inclusion in their work
- Promotes and supports behaviours change through coaching and motivational interviewing techniques
- Work well within a network of autonomous teams
- Effectively manage your own work, including caseload, development and community activity
- Engage in regular reflective practice and supervision to ensure safe and quality work

Link Worker Core Competencies (PCN based roles)

- Gathers information and adapts questioning style for individual needs.
- Clarifies and summarises information as appropriate.
- Empathises with individuals, their thoughts, feelings and actions
- Confidently approaches difficult conversations
- Able to utilise a range of consultation methods



- Undertakes personalised care and support planning
- Assesses progress against personalised care and support plan goals
- Understands the importance of patient and public involvement in social prescribing services
- Identifies and maps community assets, including essential information
- Contributes to asset-based community development and community resilience
- Supports people to attend community groups and/or services
- Supports accessibility of community groups and/or services
- Demonstrates awareness of grants and commissioning processes
- Is an effective and trusted member of the multidisciplinary team (MDT)
- Maintains compliance with mandatory and statutory training
- Understands obligation to safeguard individuals from harm
- Understands and maintains compliance with information governance principles and protocols
- Understands obligations to keep and maintain accurate records
- Understands the social/wider determinants of health, health inequalities and population health
- Utilises available evidence base for social prescribing interventions and activities
- Records and demonstrates impact through multiple routes

Link Worker Core Competencies (PCN based roles)

In addition to the PCN-based role competencies:

- Build key relationships with external shareholders
- Ability to identify and proactively reach people from all communities, in particular marginalised groups
- Ability to work with others to reduce hierarchies and implement creative solutions to community issues
- Develop opportunities for people to volunteer within our services that build on their skills and confidence
- Develop capacity within community groups to be part of the social prescribing system
- Contribute to the facilitation of induction programs, caseload management and supervised reflective practice of others
- Demonstrate a range of tools, conversation frameworks and techniques which you are able to implement and support with theory, across differing levels of intensity and complexity across all health behaviours

Health and Wellbeing Coach Core Competencies

- Utilises available evidence base for social prescribing interventions and activities
- Understands and delivers the purpose of coaching relationship
- Gathers information and adapts questioning style for individual needs
- Clarifies and summarises information as appropriate
- Empathises with individuals, their thoughts, feelings and actions
- Confidently approaches difficult conversations
- Communicates according to needs and preferences
- Demonstrates environmental awareness



- Able to utilise a range of consultation methods
- Establish accountability and negotiate responsibility
- Support self-management goals
- Monitor, follow up, and respond to change
- Understands the importance of patient and public involvement in social prescribing services
- Identifies and maps community assets, including essential information
- Contributes to asset-based community development and community resilience
- Supports people to attend community groups and/or services
- Supports accessibility of community groups and/or services
- Understanding evidence base and theories for group working (Tier 2)
- Facilitation and delivery skills (Tier 2)
- Understanding additional models and approaches (Tier2)

Care Coordinator Core Competencies

- Align resources with patient and population needs
- Establish accountability and negotiate responsibility
- Create a proactive plan of care; a personalised care and support plan (PCSP)
- Monitor, follow up, and respond to change
- Support self-management goals
- Building and sustaining professional relationships
- Great interpersonal Communication
- Link to community resources
- Teamwork focused on co-ordination
- Confidence handling data and information
- Professionalism