# First Contact Clinical Student Volunteers Expression of Interest Form

# Who are First Contact Clinical, what do we do?

First Contact Clinical is a social enterprise established in South Shields in 2008. We strive to make a difference to the health and wellbeing of people and communities by enabling healthy behaviour change. We specialise in delivering person centred, outcomes driven Behaviour Change services and Skills Training to people and professionals. Our front-line work shapes what we do. We use real world experiences to gain maximum impact. For further information about us visit [www.firstcontactclinical.co.uk](http://www.firstcontactclinical.co.uk)

# Across which localities do we work?

**South Tyneside:** We deliver a number of contracts across South Tyneside and have organised our capacity into place-based personalised care teams. Each Primary Care Network is supported by a team of Link Workers, Health and Wellbeing Coaches and Care Coordinators. In addition, we have a gateway team, a team of workers supporting locality wide pathways.

The scope of our work includes:

* People with long-term conditions
* People who are high intensity users of unplanned services, in primary care and secondary care
* People with non-medical needs, i.e., social and emotional needs
* People who are supported by the Integrated Care Teams
* Veterans
* People at risk of offending or re-offending
* People at rish of losing housing due to anti-social behaviours

We use the Patient Activation Measure (PAM), where appropriate, to understand a person’s level of activation. Patient activation describes people’s skills, knowledge and confidence to manage their own health care (self-manage, or self-care). Our person-centred approach ensures that we support each individual in line with their activation level and what matters to them.

We work closely with our VCSE partners, who are key in ensuring we have knowledge of the wide range of activities, groups and services that can support the people we work with achieve their goals.

**Newcastle:** Ways to Wellness is an innovative Social Prescribing project for people with long term conditions (LTCs) in the West and East of Newcastle upon Tyne. It aims to reduce health inequalities in this community and reduce the use of mainstream health services. Our team of Link Workers, based at GPs surgeries, help patients get the right balance between professional care and that available from a range of services in their community. Patients are encouraged to set goals and develop action plans that could include:

* Taking up and sustaining physical activity
* Healthy eating / cooking
* Social interaction
* Accessing welfare rights advice
* Supporting positive relationships

The link workers use our person-centred approach to behaviour change that develops the self-confidence people need to be active partners in managing their long-term health conditions.

**North Tyneside:** Our Social Prescribing Service working across North Tyneside and is made up of two teams: one working in the community and one based in GP practices. We recognise that many things affect your health and wellbeing. Social Prescribing aims to support people with different social, emotional or practical needs to find the right support and improve their health and wellbeing. Our aim is to support you to access local services based on what matters to you. This may mean you get involved in:

* social or community activities or groups
* increasing fitness levels
* improving mental or emotional health
* finding support with practical issues like education, training, housing or finances.

Link Workers will support you to identify what changes you would like to make, make plans with you to address these and support you to achieve your goals. We understand that trying something new can be daunting, so we can help you build up motivation and confidence to do what matters to you.

# What are we looking for in you?

We are looking for volunteers who:

* **Commit to one day per week**. From experience we know that as students you need to balance your academic work and paid work with volunteering. You have found that one day adds capacity to our teams, allows you to develop your competencies and balance your priorities.
* **Commit to volunteer for at least 6 months.** In order for you to get the most out of your volunteering experience you will benefit from a structured induction programme. This places a demand on our team members. To balance this off, we ask that in return you commit to a period of time that is beneficial to the team. We see this as in excess of 6 months. Ideally a year, which will take us to the next cohort of students. Our goal is that some of you seek permanent employment with us following your volunteering experience.
* **Commit to working with people to identify and draw on their strengths** and those of the people around them, enabling them to live a good life of their choosing.
* **Commit to bringing your unique self and life experience to this work**, which is a key asset in doing this role well: We recognise that we are people first and professionals second.

In return we will provide:

* **Behaviour change core skills training** focusing on the fundamental skills and mindset needed for an effective behaviour change conversation. The skills and conversational frameworks used are based in Motivational Interviewing but provide an excellent foundation on which to build other conversational techniques, such as Solution Focused Approaches or CBT.
* **Additional relevant training**, such as information governance and safeguarding, or behaviour specific training.
* **A blend of development opportunities** such as peer supervision, action learning sets, shadowing of team members internal or external to the team and organisation.

# What opportunities do we currently have?

We have the following volunteering opportunities for students:

# South Tyneside Link Worker (1 post)

The opportunity is to undertake a Link Worker Support role to support the delivery of two projects within South Tyneside working with two specific cohorts; individuals from an Armed Forces background and individuals who a carers for those with substance misuse difficulties. There is the potential for one volunteer to take forward both roles or for two volunteers to share the tasks between them.

**Project One: Mind the Gap**

You will support us to deliver a research project with the aim of identifying the needs of local unpaid carers. We are focusing on two cohorts; carers of individuals with substance misuse difficulties, and carers of individuals who have an Armed Forces background.

We intend to recruit two groups (one for each cohort) of around six volunteers who we will train in Participatory Based Research techniques. This training will equip volunteers with the knowledge, skills and confidence to reach out and talk to unknown carers. Information gathered will be used to develop a report which the volunteers will be supported to do themselves.

In addition, we will also be holding a number of focus groups with individuals who identify as carers of individuals with substance misuse difficulties and/or carers of individuals who have an Armed Forces background.

We will use the learning from both activities for the system and have an increased understanding of how co-production can work. This learning can be used locally in South Tyneside to inform our approaches and Carers Strategy as well as the ICS.

In addition, we will be using an evaluation tool for the volunteers before and after the training across domains such as confidence, self-belief etc. This can be used to inform a system wide expert-by-experience development model. We will also be following-up people who may have expressed an interest but didn’t engage, to further expand our understanding of what the barriers are to engaging in such a project.

**Project Two: Force for Change**

You will support us to deliver on three project objectives;

We are going to be conducting focus groups with users of Armed Forces focused services to understand the gaps in support that may exist. In addition, we will be reaching out to those who are part of the Armed Forces community but not currently using these services, to understand the barriers to access and engagement. This piece of work will overlap with that described above.

We will utilise the information gathered from the activities above to support us to develop and deliver training to support service providers in the local area to better enable access to their services for those from Armed Forces community.

We will also develop and deliver training/support to volunteers within the Armed Forces community with a view to them becoming peer mentors or “peer pals”, developing and enabling capabilities with the community itself that are non-reliant on services.

**What we need from you…**

**Skills**

* Competent use of Microsoft packages including Office 365, Outlook and Teams
* Professional communication skills, both written & verbal
* Confidence to make unprompted calls and introduce self as representing the organisation and the aforementioned projects
* Good listening skills - listening to understand what matters to the person you are speaking to

# Newcastle Link Worker (Ways to Wellness Service) (2 posts)

A typical day may include:

* Completing wellbeing assessments with patients
* Generating referrals
* Conducting telephone appointments with people to check their progress
* Signposting to local organisations and offering some brief advice
* Building knowledge and relationships with external organisations
* Associated administration, including accurate record keeping, filling out referral forms and letter writing
* Promoting the service through social media and promotional materials
* Opportunities for personal and professional development through facilitating and supporting skills practice sessions

You will be confident and IT skills would be beneficial although training could be provided. You will be driven and willing to dedicate your time to this volunteering role within the agreed timescales. You will have the ability to engage in conversations and be comfortable working over the phone. You will be passionate about enabling others to succeed and supporting people to overcome obstacles.

**Please complete and return the expression of interest to** [**susangill@firstcontactclinical.co.uk**](mailto:susangill@firstcontactclinical.co.uk) **.**

**Expression of interest**

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| **First Name(s):** | | **Surname:** | |
| **Address:** | | | |
|  | | | **Postcode:** |
| **Telephone Number:**  **E-mail address:** | | | |
| Our organisational values are what drive us forward as a Social Enterprise. We are interested to know how you meet these values. Please give an example of when **Integrity** has been essential to the high-class delivery of a piece of work you have been involved in. (100 words) | | |
| Please can you tell me a time in your career when you have delivered a service and have improved the overall **quality** of that product? (100 words) | | |
| We all have passions in life both in work and in our home lives. Can you tell us what makes you **passionate** about work and how this drives you to be better at what you do? (100 words) | | |
| Can you give us an example of when you have been required to work **together** with another agency or internally to get an excellent outcome for a service user? (100 words) | | |
| Can you give us an example of when you have **pioneered** or developed something new that has changed how a service has been run for the better? (100 words) | | |
| Please use the space below to explain why you would be an asset to our company:(Max 250 words) | | |