



FIRST CONTACT CLINICAL

ENABLING HEALTHY BEHAVIOUR CHANGE

JOB DETAILS

Job Title: Link Worker (Psychosocial Practitioner)
Salary: £24,000
Hours: 37.5 hours per week
Location: North Tyneside
Accountable to: Senior Link Worker

Social prescribing empowers people to take control of their health and wellbeing through referral to 'link workers' who give time, focus on 'what matters to me' and take a holistic approach to an individual's health and wellbeing, connecting people to community groups and statutory services for practical and emotional support.

Across North Tyneside there are a number of partners delivering social prescribing and all are committed to work together to develop a social prescribing system that responds to the needs of the population. The Primary Care Network are looking to integrate social prescribing link workers into their teams and add additional capacity to the system.

Social prescribing link workers will work as a key part of the primary care network (PCN) multi-disciplinary team. Social prescribing can help PCNs to strengthen community and personal resilience and reduces health and wellbeing 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.

JOB PURPOSE

Provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes, as a key member of the PCN multi-disciplinary team. 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 simple personalised care and 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 individuals on the caseload. 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's needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.

Alongside other members of the PCN multi-disciplinary team, work collaboratively with all local partners to contribute towards supporting the local VCSE organisations and community groups to become sustainable and that community assets are nurtured, through sharing intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities.

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Social prescribing link workers will have a role in educating non-clinical and clinical staff within their PCN multi-disciplinary teams on what other services are available within the community and how and when patients can access them. This may include verbal or written advice and guidance.

Provide coaching to people identified through the Primary Care Networks to support them to develop the knowledge, confidence and skills to manage their health and the impact it has on their day to day life.

MAIN DUTIES

- To work as part of a multi-disciplinary team to develop a Person Centred, Community Based Behaviour Change Service in North Tyneside
- To provide coaching, establishing what matters to people and support them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage
- To provide holistic care to a case load of people, providing personalised psychosocial interventions including, but not limited to, agenda setting, problem solving, motivational interviewing, solution focussed approaches, goal setting and signposting
- To lead in removing potential barriers and stigma associated with the targeted groups to promote equality, diversity and safeguarding system-wide
- Act as an advocate for the patient, guiding them through a complex journey and multi-faceted approach that results in appropriate use of scheduled and unscheduled care services
- Develop robust and active links with primary care network teams and connect well with other partners.
- A further element of the role would be coordination, sharing and learning of the work with colleagues to promote safe practice and sustainability.
- Promote the early identification, adoption and spread of new ideas that are robust enough to remain in clinical practice
- To enthusiastically implement a biopsychosocial framework
- Have an understanding of the different models of patient engagement such as patient activation and health literacy, and confidently use person-centred outcome measures of these
- To deliver face to face sessions, telephone sessions and group programmes
- To understand the boundaries of coaching and ability to identify and act accordingly when coaching is not appropriate and being able to sensitively discuss alternatives or escalate appropriately
- To actively engage in supervision and training with a commitment to personal development
- To facilitate group sessions, confidently managing group dynamics, and promote mutual aid, where appropriate
- To be familiar and up-to date with the wider offer from local or national health, social care and voluntary sector organisations, as relevant to people
- To ensure accurate reporting and data collection, where appropriate
- To work unsupervised in a manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries

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- To contribute to the monitoring and implementation of all policies and systems as they relate to service delivery, in particular: Health and Safety, Safeguarding, Vulnerable Adults and Lone Working
- To be professional with people, colleagues, volunteers and professionals at all times
- Have an understanding of the evidence base around self-management support and person-centred care
- To undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required
- To ensure regular review of risks and issues that could impact on individual care and wider service delivery
- To adopt our quality improvement methodology and seek to continuously improve our systems for the value of our clients
- Contribute to the development and delivery of our high-quality behaviour change training programmes.
- To contribute to the company's marketing, promotion and publicity

This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.

PERSON SPECIFICATION

SPECIFICATION	ESSENTIAL	DESIRABLE
QUALIFICATIONS / EDUCATION / TRAINING	<ul style="list-style-type: none"> • Readiness to complete training as appropriate • Motivational Interviewing qualification • Psychosocial Intervention qualification(s) 	<ul style="list-style-type: none"> • Coaching qualification • Facilitator training
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of the determinants of behaviour and the barriers people may face in changing their behaviour • Experience of working with vulnerable adults or people from disadvantaged communities in health and/or social care settings • An understanding of the evidence base and development of self-management in the UK and person-centred care • Knowledge of a broad range of relevant health issues, 	<ul style="list-style-type: none"> • Experience of training delivery • Experience of facilitating mutual aid groups.



	<p>including health inequalities and public health</p> <ul style="list-style-type: none"> • Knowledge of organisations and systems, an understanding of the role of organisations and professionals from the statutory and voluntary sectors. • Experience of interagency working to facilitate safe and effective care for patients with complex needs. • Experience of managing workload and working independently • Demonstrable understanding of the importance of patient confidentiality • Experience of working in a person-centred way • Experience of using coaching in a health or social care setting • Understanding of the biopsychosocial model of health • Experience of managing a caseload • Experience of communicating highly complex and sensitive information to a wide range of internal and external stakeholders. 	
<p>SKILLS AND ABILITIES</p>	<ul style="list-style-type: none"> • Proficient in creating and maintaining Personalised Support and Care Plans to provide bespoke care in a preferred setting. • Excellent communication skills, demonstrable skills in supporting behaviour change • Excellent interpersonal skills • Ability to keep accurate written records 	<ul style="list-style-type: none"> • Knowledge or skills in the use of patient electronic record systems, e.g. EMIS, RAIDAR • Excellent group facilitation skills



	<ul style="list-style-type: none"> • Competent user of IT systems including Microsoft Office or equivalent • Evidence of analytical and assessment skills • Excellent organisation skills, with the ability to prioritise effectively • Ability to engage in reflective practice • Skilled in active listening, building trust and relationship skills • Ability to recognise and managing conflict • Confident trainer • Ability to act with integrity and to manage complex client conversations within clear boundaries of the role • Understanding of safeguarding and risk assessment • Understanding of the importance and recognition of professional boundaries 	
<p>PERSONAL ATTRIBUTES</p>	<ul style="list-style-type: none"> • Self-aware and a reflective practitioner • Committed to ongoing personal and service development • Flexible and adaptive – demonstrating a growth mindset • Able to work effectively independently and as part of a wider team • Resilience in a rapidly changing environment • Confidence in communicating with a wide range of people, colleagues and professionals • Comfortable working within group settings • Person centred 	<ul style="list-style-type: none"> • Evidence of working within innovative practices



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	<ul style="list-style-type: none">• Anti-discriminatory and aware of own bias	
PHYSICAL REQUIREMENTS	<ul style="list-style-type: none">• Ability to meet the travel requirements of the job• Driving license and use of own vehicle	

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