



## **Senior Link Worker Job Description and Person Specification**

### **Job Description**

<b>Job Title (grade):</b>	Senior Link Worker (Social Prescribing)
<b>Location:</b>	Newcastle upon Tyne
<b>Responsible to:</b>	Ways To Wellness Manager
<b>Pay:</b>	£18,369 per annum pro rata

### **Job Purpose**

To empower and improve the health and wellbeing of people living with long term conditions; facilitating self-management of their long term conditions and building social capital, connections and resilience.

To develop working partnerships and knowledge of voluntary and community agencies and activities available to support healthy behaviour change and signposting opportunities.

To develop working partnerships and knowledge of relevant statutory, primary care and non-traditional care organisations, and pathways of referral/eligibility criteria into them in order to support healthy behaviour change and to make successful signposts or referrals based on individual need.

To work in partnership with GP Practices and Health Care teams to encourage and support the development of lasting behaviour changes that underpin improved mental and physical wellbeing.

To participate in record keeping to identify individual achievement and monitor the effectiveness of the service.

To support the Team Lead in the running of the Ways to Wellness Service and the leading of the team.

To line manage the team of link workers in the Ways to Wellness Service. This will include link worker supervision, client record scrutiny, analysis of caseload size and activities, performance management against individual/practice/service based targets and promoting our culture of continuous improvement.

To ensure resources are deployed accordingly across the cluster to ensure adequate service delivery and performance is maintained at all times.



### **Principal duties and responsibilities**

1. To assist in maintaining a source of information on resources, activities and contacts appropriate to people with long term conditions and actively seek new opportunities to add to this.
2. To take referrals for the service.
3. To engage in promotional opportunities and to engage in discussion with health care professionals to develop new pathways and to encourage referrals into the service.
4. To engage in personalised, goal setting with people who have long term conditions.
5. To motivate, encourage and support individuals to achieve the goals identified in their goals.
6. To ensure effective and appropriate written, verbal and electronic communication within the team, with service users and external agencies.
7. To collect data to monitor and evaluate individual progress and service performance and to maintain patient confidentiality in line with guidance provided.
8. To signpost clients to appropriate service and support agencies according to their goals, and to recognise the limits of a social prescribing service in supporting long term condition management and behaviour change.
9. To engage in supervision and training with an active commitment to personal development.
10. To contribute to the implementation and monitoring of all policies, procedures and systems as they relate to service delivery.
11. To undertake any reasonable duties/responsibilities required to meet the needs of the service. With a flexibility to work weekend and evenings if required.
12. To line manage a team of Link Workers (a cluster) in the Ways to Wellness service.



**FIRST CONTACT CLINICAL**  
ENABLING HEALTHY BEHAVIOUR CHANGE



13. To contribute to and organise and manage the team meetings when required.
14. To lead and participate in the case reviews of the Ways to Wellness MIS system both in line management, cluster and team meetings.
15. To contribute to the compilation and production of reports for the Ways to Wellness service, First Contact Clinical Senior Leadership Team, Ways to Wellness Board and GP practices. To update the performance wall.
16. To support the Team Lead to implement best practice within the Ways to Wellness service.
17. To support the Link Worker development and appraisal process.
18. To model the best practice and leadership behaviours we desire and to lead and inspire the Link Workers to adopt best practice behaviours and working.

This job description is not intended as an exhaustive list of duties and responsibilities of the post, but reflects the key areas involved. It will be subject to review and amendments in line with developing service needs.



**Senior Link Worker (Social Prescribing) Person Specification**

Specification	Essential	Desirable
<b>Qualifications</b>		
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>▪ Knowledge of a broad range of relevant health issues including public health and health inequalities</li> <li>▪ Knowledge of the barriers people face in overcoming patterns of behaviour and inactivity that impact upon achieving health related goals</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working with vulnerable adults or with people from disadvantaged communities in overcoming barriers to their health</li> <li>▪ Experience of working in both the statutory and voluntary sector</li> <li>▪ Experience of demonstrating impact and user outcomes</li> <li>▪ Knowledge of a broad range of local resources</li> <li>▪ Proven ability to work in a wider team across different organisations</li> <li>▪ Experience of risk management</li> <li>▪ Knowledge of behaviour change interventions and motivation techniques</li> <li>▪ Experience of goal setting and action planning for others</li> <li>▪ Experience of line management or supervision.</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>▪ Excellent communication and interpersonal skills in formal and informal settings</li> <li>▪ Good written and record keeping skills</li> <li>▪ Good analytical and assessment skills</li> <li>▪ Competent user of Word, Excel, Outlook</li> <li>▪ Able to demonstrate reflective practice</li> <li>▪ Excellent organisation and time management skills with</li> </ul>	<ul style="list-style-type: none"> <li>▪ Coaching skills</li> <li>▪ Leadership skills</li> <li>▪ Presentation skills</li> <li>▪ Ability to identify gaps in service provision</li> <li>▪ Experience of working with a large scale database</li> </ul>



	<p>ability to prioritise effectively</p> <ul style="list-style-type: none"><li>▪ Negotiation and problem solving skills</li><li>▪ Ability to maintain patient confidentiality</li><li>▪ Listening skills</li><li>▪ Full UK driving license and access to own car</li></ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>▪ Committed to ongoing personal development</li><li>▪ Flexible and adaptable</li><li>▪ Positive thinker – solution focused</li><li>▪ Able to work as part of a team and on their own initiative</li><li>▪ Personal resilience</li><li>▪ Confidence in communicating with service users, colleagues and professionals at all levels.</li><li>▪ Clear vision of the role</li><li>▪ Tactful and diplomatic</li><li>▪ Assertive when required</li><li>▪ Confident, motivated, outgoing and enthusiastic</li><li>▪ Commitment to co-production principles when working with patients</li></ul>	<ul style="list-style-type: none"><li>▪ Evidence of previous innovative practice</li><li>▪ Evidence of adapting to change and managing in a crisis</li><li>▪ Evidence of successfully responding to unexpected last-minute change</li><li>▪ Advocate for the needs / rights of the client group</li><li>▪ Self-motivator who is able to take personal responsibility</li></ul>