

JOB DESCRIPTION

Job Title:	Social Prescribing Link Worker – Primary Care Network
Team/s:	Personalised Care & Support
Contract Type:	Fixed Term until March 2026, with a view to extending
Hours:	5 days (37.5 hours) per week.
Salary/benefits:	£31,208 pa inclusive; access to pension scheme
Location:	The post holder may be required to undertake duties at any location within the Borough of Islington or wider, in order to meet service operational needs.
Reports to:	Team Leader – Social Prescribing

JOB PURPOSE:

Social prescribing link workers will work as a key part of the Primary Care Network (PCN) multi-disciplinary team. Social prescribing helps 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. It particularly works for people with long term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their well-being.

MAIN DUTIES AND RESPONSIBILITIES:

1. Receive and triage referrals from members of the PCN and a range of clients and professionals. Follow all processes for accepting and registering clients with Age UK Islington.
2. Carry out link work activity and manage a quota of clients.
3. Offer appointments that meet the requirements of client needs whether via the office, GP Practice, Community or Home Visits.
4. Work with individuals on either an individual or group basis to provide support in managing their health and wellbeing and make connections to community services and activities.
5. Coproduce support plans (Personalised support plans) with clients
6. Provide support that focusses on enabling clients to take control of their health and wellbeing and live independently, working with a diverse range of people and communities.
7. Follow up on support and identify ongoing prevention opportunities during link work and at case closure including an agreed ongoing schedule of contact/follow up.
8. Work as part of Age UK Islington's busy Helpline receiving and triaging referrals via a drop-in, telephone, email etc. Ensuring the client is allocated to the most effective service for their need.

9. Carry out and record all work and interactions with clients on AUKI systems, including primary care recording systems.
10. Work collaboratively with primary care services, including representation and attendance at key practices and multi-disciplinary meetings.
11. Collaborate with other service teams and systems to ensure the full range of NHSE requirements of PCN Social Prescribing function are implemented and fulfilled.
12. Carry out learning and personal development responsibilities.

Partnership Working

- Research and share knowledge across the organisation of community services beneficial to a range of client needs.
- Ensure understanding of wider PCN MDT professionals, other statutory services and community-based providers in the area and maintain effective partnership/joint working arrangements.
- Ensure understanding of and close working relationships with wider voluntary sector services providing ongoing support.
- Provide flexible cover for AUKI's wider wellbeing casework teams.

Performance Management

- Ensure services are delivered to a high standard and in line with organisational and service specific policies.
- Ensure that response times to specific referral types are met.
- Obtain user feedback on perceived quality and effectiveness of services.
- Monitor and act on complaints and feedback related to the service, escalating to the appropriate manager.

Wider Organisational responsibilities

- Work collaboratively with individuals and teams internally in the organisation and with its partners.
- Meet legislative and all relevant regulatory requirements including Health & Safety and Employment.
- Carry out responsibilities for Safeguarding.
- Carry out duties in accordance with Age UK Islington values, principles, policies and procedures.
- Provide cover for absent colleagues.
- Carry out administrative duties in connection with the post.
- To cover the wider casework team across AUKI (i.e., Navigation Service) if and when required.

Notes:

This role description is not intended to be exhaustive in every respect but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, the role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Person Specification				
Factors	Description	Essential	Desirable	Assessment
Experience/ Qualifications	Minimum 2 years of experience working within health or social care type services	✓		CV
	Experience of carrying out Triaging, service assessments and creating service user support plans	✓		Cv/Int
	Experience of working with vulnerable Adults in a direct support role	✓		CV/Int
	Experience of liaising with a wide range of professionals	✓		CV/Int
	Experience of health and or Wellbeing coaching		✓	CV/Int
	Experience of case management	✓		
Skills	Skills in carrying out service assessments and strengths based goal planning	✓		CV/int
	Able to work under pressure in a busy environment with constant interruptions	✓		CV/int
	Skills in matching volunteers and clients to take forward goal specific support		✓	CV/int
	Able to understand and follow processes related to service delivery	✓		CV/Int
	Able to complete client and home based risk assessments	✓		CV/Int
	Able to operate and input records and data into services database and IT systems	✓		Cv/Int
	Able to communicate effectively with family carers, professional staff and others to ensure safe and efficient working with individual clients	✓		CV/Int
Knowledge	Knowledge of Social Prescribing principles	✓		CV/Int
	Knowledge of the range of VCS providers	✓		CV/Int
	Knowledge of Safeguarding processes	✓		CV/Int
	Requirements/approaches to supporting volunteers in a care and support role		✓	CV/Int
Aptitude	Able to form effective working relationships	✓		Cv/Int
	Results driven. Able to drive forward on projects, dealing with setbacks	✓		CV/Int
	Self-directed. Willing to take responsibility and be held accountable.	✓		CV/Int