

# Job Description

Post:	MYcommunity Link Worker
Location:	Lambeth
Salary:	£26,050
Contract:	Fixed term now until December 2022
Pension:	Contributory pension scheme; employee 5% & employer 7%
Annual leave:	26 days a year (plus bank holidays)
Reporting to:	MYcommunity Lead Worker
Hours:	Full Time

## Job Purpose

The MYcommunity Lambeth offers short term, brief intervention, social prescribing support to individuals. We aim to reduce 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, providing information and advice and connecting people into local and statutory services for practical and emotional support. The service is designed to provide person-centred referrals and assistance. Link Workers will also support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local partners through linking in with Age UK Lambeth's Community Development team.

MYcommunity Lambeth has a Gateway service and is also working in partnership with all nine primary care networks (PCN) in Lambeth. Social prescribing can help PCNs strengthen community and personal resilience and reduce health and wellbeing inequalities through addressing the wider determinants of health such as debt, housing, physical inactivity and social isolation by increasing someone's involvement in their local community.

## Specific Duties

1. Provide personalised brief intervention, social prescribing support to individuals, their families and carers.
2. Meet clients on a one-to-one basis, making home visits where appropriate and allowing clients the time and space to discuss 'what matters to me'.
3. Provide person-centred support to enable clients to identify their health and wellbeing needs and goals. Co-produce support plans with clients to discuss what's important,

where they would like to be in the future and how we can support them to achieve this.

4. Manage and prioritise a caseload to ensure clients needs, priorities and urgent support is met.
5. MYcommunity Lambeth works in partnership with a large number of statutory and community services and organisations across the borough. You will link clients with appropriate services to meet their needs. It is vital to have a strong understanding when it is necessary to refer someone back to health care professionals/ agencies when the client's needs are beyond the scope of the MYcommunity team.
6. Ensure any referrals made are followed up in four weeks to ensure the client is receiving appropriate support and is happy with the service they've received.
7. Network to identify new services and community groups for clients to be referred to.
8. Draw on and increase the strengths and capacities of local communities by enabling local VCSE organisations and community groups to receive referrals.
9. Work collaboratively with local partners and Age UK Lambeth's Community Development team to support local VCSE organisations and community groups to become sustainable. Ensure they're registered on the MYcommunity directory.
10. Provide a regular 'confidence survey' to community groups receiving referrals to ensure they're strong, sustained and have the support they need. Link in with Age UK Lambeth's Community Development team if they require support/ gaps are identified.
11. Share and educate non-clinical and clinical staff within the PCN about the services available and ensure they're aware of the MYcommunity directory.
12. Support with the development of MYneighbour volunteer tasks work. This volunteering opportunity is for clients needing support attending new groups and helping with one off practical tasks. Promoting the MYneighbour volunteering opportunity within your PCN and to other suitable candidates.
13. To attend community events to promote the work of social prescribing and the MYcommunity Lambeth service to develop strong referral links with local agencies and to encourage self-referrals.

## **General Duties**

1. Provide a high level of internal and external customer service at all times. Involve clients in the design, delivery and evaluation of all aspects of the service in accordance with policies and procedures.
2. Seek to ensure that the needs of all clients are met. Challenge direct and indirect discrimination in the provision of services.
3. Ensure that company policies and procedures and relevant legislation or regulations are followed, particularly in relation to safeguarding, data protection/information sharing and ICT security, equalities, conflict of interest, dealing with complaints and health and safety.

4. Deliver against performance targets, keeping management informed of issues and changes that might impact on performance. Actively participate in an annual appraisal.
5. Ensure that the quality of service provided is continuously improved. Monitor and evaluate the effectiveness of service provision. Respond constructively to client/customer feedback including complaints.
6. Contribute to the development of service improvements through your active and constructive participation in team meetings, supervision, training, conferences and other groups. Review, reflect and act upon own individual professional practice and keep-up-to date with relevant service developments to achieve continuous improvement.
7. Inform the development and contribute to the implementation of the communications and marketing strategy.
8. Provide oral or written descriptive and evaluative reports as required.
9. Effectively manage any resources provided to support service delivery including premises, materials and equipment.
10. Attend training courses, workshops or seminars as required. Attend and assist in various meetings and events as agreed with the line manager. Commitment to professional and personal development.
11. Work flexibly and respond positively to changing business needs and fulfil any other duty, appropriate to the grade and nature of the post, as required by your line manager.

## Person Specification

Qualifications, experience and knowledge	Essential	Desirable
Experience of supporting service users in a person-centred, holistic approach.	√	
Experience of data collection and using tools to measure impact of service.	√	
Knowledge of using scaling tools to help people identify their support needs and agree goals and actions.	√	
Experience of encouraging and motivating clients to achieve goals, maintain independence and improve well-being.		√
Experience of networking and proactively liaising with external agencies and community groups to maximise client support services and referrals.	√	
Experience of successful team working.	√	

Experience of working directly in a community development context, adult health and social care, learning support or public health/ health improvement (including unpaid work)		√
Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups		√
Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity		√
Knowledge of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers.	√	
Experience of health related developments and data security requirements.	√	
Experience of using various IT systems and software applications.	√	
Knowledge of voluntary and public sector services in Lambeth.		√
Knowledge of how the NHS works, including primary care.		√
Knowledge of, and ability to work to, policies and procedures, including confidentiality, lone working, data protection, health and safety and safeguarding.	√	
<b>Skills and abilities</b>		
Ability to actively listen, empathise with clients and provide non-judgemental support.	√	
Able to manage a varied caseload of clients and the ability to prioritise different areas of work according to need and deadlines.	√	
Able to work in a flexible manner to meet the demands of a developing project.	√	
Excellent interpersonal skills including verbal and written communication.	√	
A high level of competence in using information technology including various software applications.	√	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources.	√	
Ability to positively, clearly and sensitively communicate with individuals, their family and carers.	√	
Ability to acknowledge, respect and respond to individual differences and diversity requirements.	√	
Ability to identify risk and assess/manage risk when working with clients.	√	
Able to work from an asset-based approach, building on existing community and personal assets.	√	
Able to work flexibly including evening and weekends as required.	√	
<b>Equal opportunities</b>		

Understanding and commitment to equal opportunities.	√	
Experience of dealing with equality issues in the workplace.		