

Job Description

Job Title East:MK Network Community Link Worker

Responsible To Live Life Coordinator

Job Purpose

Live Life is a Social Prescribing service working with all GP Practices in Milton Keynes, with an aim of improving client's wellbeing and reducing the number of unnecessary consultations with General Practitioners.

The East:MK Network of GP Practices currently includes Ashfield Medical Centre, Central Milton Keynes Medical Centre, Fishermead Medical Centre, Milton Keynes Village Practice, The Grove Medical Centre and Walnut Tree Health Centre.

- This role is allocated exclusively to the GP practices in The East:MK Network, to develop and deliver a Social Prescribing service to their patient cohort, to include development of appointment based system within the practices, a telephone advice service, home visiting service and participation in MDT meetings.
- Working with the Network team, to be responsible for the day to day management of a caseload of clients and working with residents who need help and support to manage issues in their lives which are having a negative impact on their general health and wellbeing.

Judgement and Decision making

- Organising referrals and client appointments including visiting people in their own home environment and identifying services to support independent living.
- To contact clients referred; assessing needs using a 'guided conversation' tool. Taking a person centred and holistic approach to support and motivate clients to achieve their goals, and to support them to develop and maintain independence within their community.
- Providing appropriate and relevant information and advice about a range of services to promote maximum improvement in health and wellbeing, such as accessing existing community groups and activities.
- Where appropriate to introduce and provide support to assigned clients to initially attend activities, meetings etc.
- To liaise with multi-disciplinary professionals involved with the client's care and support.
- To provide clients with continuity and a co-ordinated experience of the service, remaining the point of contact throughout the individuals' social prescription.

- To collect monitoring information and produce reports, working with the team to evidence outcomes, impact and return on investment data.
- To keep accurate and up to date records of your work and provide monitoring information as required in line with the service requirements.
- Develop and maintain knowledge of local services to enable clients to access a range of services and activities to meet their needs, wants and wishes, signposting as appropriate.
- To participate in ongoing training to ensure full awareness of latest services and best practices etc.
- To ensure that collaboration and effective working relationships are developed and maintained with all GP practices within The East:MK Network, Age UK Milton Keynes workforce and other stakeholders.
- To attend regular meetings with Live Life Coordinator and team meetings as appropriate, and to support the promotion of the service to the wider community.
- To comply with Age UK Milton Keynes' policies and procedures including Data Protection Policy, Safeguarding procedures and risk assessments
- To be aware of health and safety, particularly relating to working in the community and in the homes of clients, such as lone working, smoking etc. and to report any hazards, concerns or near misses to the Live Life Coordinator or Health and Safety Officer
- To work flexibly as required by the service and to undertake such other duties as are consistent with the responsibilities of the post.
- To undertake relevant training and development opportunities to maintain skills and knowledge necessary for this post.

Customer Client Contact

- Direct contact with people age 18+ in their own home environment, Age UK Milton Keynes premises, all GP practices within The East:MK Network and in the community.
- Working collaboratively with family members and others in support of individual clients

Technical competencies

- Ability to use Windows packages particularly Word, Outlook and Excel
- Use of IT systems including client data bases Charity Log and Systm1

Skills and Knowledge

- An understanding of and empathy with vulnerable adults.
- The ability to communicate effectively with a wide range of individuals.
- Good listening and motivational skills and the ability to put people at their ease and gain their trust.
- The ability to plan, prioritise work and adapt to new models of working.
- Excellent record keeping skills and an ability to write up case studies.
- Telephone and internet access.
- Knowledge of Milton Keynes and access to personal transport.