

## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Lead SPRING (North) & Social Prescribing Link Worker (North)
<b>Reporting to (Job Title):</b>	Sam Watson
<b>Organisation:</b>	Age UK Northamptonshire
<b>Salary:</b>	Band 7 £16.55 p/h Lead 2 days Band 6 £15.55p/h SPLW 2 days
<b>Place of work:</b>	Waterside House, Irthlingborough and community based
<b>Hours of work:</b>	30 hours per week
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
<p><b>SPRING OVERVIEW</b></p> <p>Age UK Northamptonshire, the employer for this post, is one of the social sector organisations that make up the SPRING Partnership.</p> <p>SPRING is a partnership of social sector organisations, commissioned by the NHS and Public Health, to improve the wellbeing of people in Northamptonshire using Social Prescribing.</p> <p>We take a person-centred approach and a holistic view towards wellbeing. Our goal is to help people, using our Social Prescribing service, take a leap forward in managing their wellbeing and long-term health conditions.</p>	
<b>Purpose of the Job:</b>	<p>The key purpose of this role as a Lead is to effectively manage the day-to-day activity of Age UK Northamptonshire's Spring Social Prescribing Service to ensure a high quality, appropriate, and relevant service is delivered.</p> <p>Regularly market the programme to strengthen connections with NHS, Social Care and the Voluntary Sector to promote and broaden the work of social prescribing.</p> <p>Oversee the development and delivery of the implementation plan for the service working closely with the Spring Lead for the West.</p> <p>The key purpose of the role as a Link Worker, will be to empower people to take control of their health and wellbeing. This post has a particular focus working in areas of higher deprivation which can impact on health outcomes. In collaboration with the individual, you will take a holistic approach that connects people to a range of services for practical and emotional support. You will work collaboratively with the healthcare and VSCE sector to improve local services as well as community and individual resilience and wellbeing.</p> <p>The Link Worker helps address the wider determinants of health, such as debt, poor housing and physical inactivity. Increasing people's active involvement, supporting people with long-term conditions (including support for mental health), and those who are lonely or isolated which can have a positive effect on wellbeing. This is achieved with a range of group opportunities for people to build connections through peer support.</p>

## **Main Tasks and Responsibilities:**

### **Leadership:**

- To line manage the established team of 4 SPLWs across the North of the county and one Administrator.
- To effectively line manage the team by providing support, guidance and supervision
- To provide support and advice to the team concerning their participants and other aspects of their role on a day-to-day basis. To ensure your line manager is kept informed of any significant developments or issues within the team
- To contribute to the recruitment, management and training of staff and volunteers
- To deal with employee relations issues in a timely and appropriate manner, in conjunction with your line manager and the HR Manager
- To work with other SPRING partners to promote social prescribing across Northamptonshire as a holistic approach to personalised care.
- Attend meetings with participating organisations regularly, providing and receiving information as appropriate, checking identified actions have been carried out, agreeing opportunities to further develop the service and actively encouraging referrals to the service.
- Promote the work of Age UK Northamptonshire, building local networks with potential referrers.

### **Referrals**

- Promote the benefits of social prescribing within the community and with referral agencies to meet a minimum monthly target of 8 starts for a FT post.
- Train staff at key referral agencies to identify individuals who would benefit from social prescribing
- Be proactive in encouraging self-referrals within the community, particularly those areas where there is a lower level of healthcare / community service provision

### **Provide personalised support**

- Develop trusting relationships with individuals and provide a consistent and coordinated service
- Work with people to co-produce a personalised support plan which connects individuals with local health and community services best suited for their needs
- Work from a strength-based approach, which focuses on the person's assets, to support them in improving their health and wellbeing
- Where people may be eligible for a personal health budget, help them to explore this option as a way of providing funded, personalised support to be independent, including helping people to gain skills for meaningful employment, where appropriate.

### **Data capture**

- Keep accurate, up to date records of caseload and adhere to confidentiality and information sharing protocol.
- Maintain comprehensive evaluation data including Triangle Well-being Star™ tool and WEMWBS for all users of the SPRING service.

### **Support community groups and VCSE organisations to receive referrals**

- Forge strong links with community organisations to build a comprehensive map / database of local resources and keep this information accurately updated.
- Use the networks of these organisations to build on what's already available and promote micro-commissioning / small grants where applicable.
- Work with local partners and commissioners to identify where there are gaps in community provision and support initiatives to create new groups and services.

### **Work collectively with all local partners to ensure community groups are strong and sustainable**

- Work with GPs and wider Multi-Disciplinary teams as required.
- Work with commissioners and local partners to identify unmet needs within the community and gaps in community provision and support development of new groups and services where

needed, through small grants for community groups, micro-commissioning and development support.

- Encourage people who have been connected to community support through social prescribing to volunteer and give their time freely to others, in order to build their skills and confidence, and strengthen community resilience.
- Encourage people, their families and carers to provide peer support and to do things together, such as setting up new community groups or volunteering.

### **Job Description Agreement**

This job description is intended to provide an outline of the key tasks and responsibilities only. The employing practice may discuss any additional expectations or requirements they have in relation to this post.

The tasks and responsibilities shown above are not exhaustive, and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

## Person Specification

REQUIREMENT	DESCRIPTION	ESSENTIAL
<b>Qualifications and Training</b>	NVQ Level 3, Advanced level or equivalent qualifications or working towards	D
	Demonstrable commitment to professional and personal development	E
	Training in motivational coaching and interviewing or equivalent experience	D
<b>Experience Skills and knowledge</b>	A successful history of negotiating the complexities of managing a team of individuals with different office bases.	E
	A proven track record of flexible working at a high standard	E
	A clear understanding of the impact community development has in the context of adult health and social care, learning support or public health/health improvement (including unpaid work)	E
	Experience of supporting people, either in a paid, unpaid or informal capacity	E
	Proven track record of presenting to wide audiences in person and online	E
	Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups	E
	Experience of data collection and providing monitoring information to assess the impact of services	E
	Experience of partnership/collaborative working and of building relationships across a variety of organisations	E
	Knowledge of the personalised care approach	E
	Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities	E
	Knowledge of community development approaches	E
	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	E
	Knowledge of VCSE and community services in the locality	E

<b>Personal Qualities and Attributes</b>	Ability to listen, empathise with people and provide person-centred support in a non-judgemental way	E
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	E
	Commitment to reducing health inequalities and proactively working to reach people from all communities	E
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	E
	Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders	E
	Ability to identify risk and assess/manage risk when working with individuals	E
	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 needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner	E
	Able to work from an asset-based approach, building on existing community and personal assets	E
	Able to provide leadership and to finish work tasks	E
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	E
	Demonstrates personal accountability, emotional resilience and works well under pressure	E
	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	E
	High level of written and oral communication skills Ability to work flexibly and enthusiastically within a team or on own initiative	E
	Understanding of the needs of small volunteer-led community groups and ability to support their development	E
	Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	E
<b>Other</b>	Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions	E
	Willingness to work flexible hours when required to meet work demands	E
	Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes	E
Prepared By: Sam Watson		Date: 14.04.2025
Authorised By:		Date: