

JOB DESCRIPTION

Post: Social Prescribing Team Leader

Salary: £25,368 per annum

Hours: Full time 37 hours per week. We will consider requests for flexible working— Including part-time and flexible hours. Permanent subject to funding.

Responsible to: Social Prescribing Manager

Responsible for: Link workers and volunteers

Job purpose

Social Prescribers work closely with Primary Care Teams to enable individuals to find the support they need in their community to manage their health and wellbeing. Social prescribers give people time to talk about what “matters to me” and support them to unpick complex issues affecting health. They enable people to have more control over their lives, develop skills and give their time to others through involvement in community groups. Social Prescribers will see people in their local GP practice, community venues and may visit people in their homes.

On average, Social Prescribers work with a person for 3 months and have up to 12 contacts with them. They manage a caseload of around 35 people at any one time.

Working as part of a Multi-Disciplinary Team (MDT) in GP surgeries, Social Prescribers will

- receive referrals from GPs
- have a key role in the Primary Care Network they work in
- be employed by Southern Brooks or DHI – this role is with Southern Brooks Community Partnership
- contribute to the Health and Wellbeing agenda that Southern Brooks and DHI are developing, and to the wider partnership.

As a Team Leader you will lead a small team of Social Prescribing Link Workers within a Primary Care Network (PCN). You will support the Social Prescribing Team Manager in managing relationships with partners as well as holding a caseload.

Main duties and responsibilities

Team Leader

- Provide line management and supervision to a small team of Social Prescribing Link Workers and volunteers within Network 4 PCN.
- Induct new employees and provide ongoing training as required, to individuals and the team.

- Assist link workers in building relationships with GP surgeries to establish a social prescribing service within the surgery.
- Support link workers to build expertise, resilience, and confidence in themselves.
- Coach link workers to manage their caseloads
- Review the performance of individual link workers and the team against key performance indicators
- Ensure link workers risk assess cases and follow the appropriate safeguarding policies and procedures.
- Review ways of working to provide continuous improvement for the service across the PCN
- Collect and collate data to enable effective review of the service
- Identify when a person's needs are beyond the scope of the link worker role and refer to the appropriate service

Provide personalised support

- Using motivational interviewing and other techniques, provide personalised information, advice and support to primary care patients and signpost or refer (with consent) individuals to appropriate activities, services and support which will help meet their needs, circumstances and preferences.
- Work alongside those referred (participants) to address the barriers to participation and things which are negatively affecting their wellbeing. This includes addressing the wider determinants of health, including debt, poor housing, un/under-employment, physical inactivity, etc.
- Empower participants to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, take charge of decisions which affect them and improve their ability to self-care. This will involve co-producing action plans and facilitating their follow-through.
- Where appropriate, accompany people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.
- Effectively manage and prioritise a caseload of participants (up to 150 per year, offering up to 6 sessions to each) ensuring ambitious performance targets and project objectives are met. This will be done in accordance with the needs, priorities and any urgent support required by individuals.

Communication / Networking

- To liaise with, develop and maintain good relations with Primary Care Networks, practice managers and other health practitioners across South Gloucestershire.
- To assist with community resource mapping exercises and maintain a database of community resources.
- To map where there are gaps in provision across the county and work with other Voluntary Community Sector (VCSE) organisations to develop resources where most needed

- Positively promote the service to external agencies and relevant statutory bodies.
- To work closely and establish effective working relationships with a range of agencies to facilitate a 'joined up' approach to client action plans.
- To develop and sustain professional relationships with service users, partner agencies and appropriate external agencies.
- To work as part of a team at Southern Brooks, within One You South Gloucestershire, in Primary Care Networks and in GP practices, attending and participating in regular team meetings and to attend appropriate training courses.
- To work alongside One You South Gloucestershire.

Community Development

- To actively seek connections and build relationships between people and groups outside of Southern Brooks Community Partnerships and be a persistent and reliable conduit for introductions and linking people with others, groups and activities.
- To look for opportunities to link individuals to activities in the Southern Brooks hubs so they can develop relationships and build their social networks.
- To look for opportunities to develop further work in the Southern Brooks hubs to meet the needs of individuals whether that is opportunities to establish new activities, groups, or introduce new funded projects.

Information Resources

- To assist with community resource mapping exercises and maintain a database of community resources, in conjunction with Community Development Co-ordinator and Wellbeing colleagues
- To keep case files and databases, through Charity Log and Primary Care Network records, up to date and be able to provide monitoring information as requested by managers.
- To maintain records in line with all operational procedures.
- Maintain accurate records and produce written reports of work as required.
- Produce case studies to evidence the impact of the service on clients' wellbeing

Other

- At all times adhere to relevant legislation, good practice and policies and procedures, including Child Protection, Safeguarding Adults, Health and Safety, Confidentiality and Equality and Diversity.
- Always Maintain confidentiality and discretion and comply with the terms of the Data Protection Act 2018 as well as local and Southern Brooks Community Partnerships/DHI policies

General Information

Southern Brooks Community Partnerships is leading a partnership of VCSE organisations contributing to the delivery of One You South Gloucestershire, the local authority's public health response to healthy lifestyles. As part of this we run a range of wellbeing and peer support programmes and community-based courses across South Gloucestershire. Southern Brooks is an established community development organisation with bases in Patchway, Kingswood and Yate and a team of multi-disciplinary workers. Our projects range from South Gloucestershire Dementia Action Alliance to youth provision. One You South Gloucestershire includes an element of social prescribing which focuses mainly on group work. The contract with Primary Care Networks will complement this.

Southern Brooks Community Partnerships Values

We are a community development organisation, bringing people together to build strong communities. Since 1988, we have been working with people of all ages to help them live happy, healthy lives. In delivering this ambition, we are guided by the following values:

- Include and Value
- Protect the environment
- Celebrate diversity
- Reach potential

Developing Health and Independence (DHI) is an experienced provider of social prescribing services in South Gloucestershire (2009-2014) and BaNES (2015 – present). On a national level, the charity's social prescribing service is recognised as an example of best practice having presented for the Kings Fund Social Prescribing Conference 2017, as well as providing best practice examples to NHS England and the BMJ. Through the South Gloucestershire Drug and Alcohol Service (SGDAS), DHI already works closely with all GP practices in South Gloucestershire.

DHI values

Stimulation

Self-direction

Zest for Life

Flexibility

By combining the respective strengths and expertise in social prescribing of both organisations we will be able to deliver a highly effective service which will represent best value to Primary Care Networks and achieve significant impact for people across the country.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty

- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout both Organisations of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Information Governance

It is the responsibility of all staff to respect the confidentiality of clients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act.

It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, information within agreed timescales to Charity Log, and other information systems used by the Organisation
- Maintain the confidentiality of their password / username

Job Description completed/reviewed by

Managers name: Rebecca Ecob

Date: February 2021

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

PERSON SPECIFICATION

* A = Application Form, I = Interview, P = Presentation, T = Test

Education and Qualifications		Essential	Desirable	To be Evidenced by*
Q1	Educated to GCSE Grade C or above (or equivalent) in English and Maths	X		A/I
Q2	NVQ level 2 in social care or equivalent experience		X	A/I
Experience		Essential	Desirable	To be Evidenced by*
E1	At least 2 years' experience working with people with health and social needs, or community-based work with socially excluded groups	X		A/I
E2	Ability to understand diverse and complex client needs and to use a 'brokerage' approach to meet these needs	X		A/I
E3	Ability to work within a target-driven and time-limited system, dealing with issues pragmatically and through brief interventions	X		A/I
E4	Partnership working, working and building relationships with GPs, colleagues, stakeholders and other organisations	X		A/I
E5	Working alongside volunteers	X		A/I
E6	Using motivational Interviewing and brief Solution-Focussed working	X		A/I
E7	Managing a small Team	X		A/I

Experience cont.		Essential	Desirable	To be Evidenced by*
E8	An understanding of risk assessment and risk management	X		A/I
E9	Understanding of safeguarding issues.	X		A/I
E10	Experience of using databases to record client actions and interventions		X	A/I
Key Skills and knowledge		Essential	Desirable	To be Evidenced by*
S1	Pro-active and confident communicator with excellent inter-personal and communication skills (verbal and written).	X		A/I
S2	Using motivational interviewing, Making Every Contact Count (MECC) or solution focused approaches to helping people take steps to making changes.	X		A/I
S3	Genuine passion, empathy and desire to support clients to led healthier and happier lives and to motivate others to reach their potential	X		A/I
S4	Good understanding of health issues and the wider determinants of health and wellbeing	X		A/I
S5	Knowledge of social prescribing	X		A/I

Key Skills and knowledge cont.		Essential	Desirable	To be Evidenced by*
S6	Knowledge of brief interventions, behaviour change, motivational change	X		A/I
S7	Competent IT skills including Virtual platforms, Microsoft Word, Excel and Outlook	X		A/I
S8	Ability to work effectively as a supportive team player as well as on one's own initiative.	X		A/I
S9	Ability to monitor and evaluate work undertaken	X		A/I
S10	Full driving licence and access to a car	X		A/I
S11	Having a creative and flexible approach to work	X		A/I
S12	Ability to manage your own workload, identifying priorities for yourself, colleagues and the service.	X		A/I
Behaviours and Values		Essential	Desirable	To be Evidenced by*
B1	Include and Value	X		A
B2	Protect the environment	X		A
B3	Celebrate Diversity	X		A
B4	Reach Potential	X		A
B5	Stimulation	X		A
B6	Self-direction	X		A
B7	Zest for Life	X		A
B8	Flexibility	X		A