

JOB DESCRIPTION

Post: Social Prescribing Manager

Salary: £27,973 per annum pro rata

Hours: Full time 37 hours per week. Permanent subject to funding.

Responsible to: Head of Health and Wellbeing

Responsible for: Link workers and volunteers

Job purpose

Social prescribing and community-based support is part of the NHS Long-Term Plan's commitment to personalised care.

Social Prescribers work closely with Primary Care Teams to enable people to find the support they need to manage their physical and mental health and wellbeing by connecting them to groups and agencies in their community for practical and emotional support. By giving people the time to talk about what "matters to me" and to unpick complex issues affecting their wellbeing focusing on the wider determinants of 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, when needed.

The Social Prescribing Manager will be responsible for the operational management of the team providing coaching, advice and guidance to staff, ensuring that standards and targets are met consistently and developing partnerships with GPs and other stakeholders. The postholder will carry a small caseload.

Main duties and responsibilities

Management

- Line management and supervision of delivery staff and volunteers
- Managing the contract to ensure outcomes are met
- Identifying gaps in service and working with the senior manager to address these
- Setting up and implementing robust recording and monitoring systems

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 small caseload of participants.
- Ensure 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
- To supervise staff and volunteers, supporting them to deliver associated services, assisting with issues/troubleshooting, and referring on to volunteers where clients require further support upon discharge
- 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 the One You South Gloucestershire service.

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 other 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 will 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 and family support. 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're a community development organisation, bringing people together to build strong communities. Since 1988, we've been working with people of all ages to help them live happy, healthy lives. In delivering this ambition, we will be 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 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 Employer 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
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Job Description completed/reviewed by

Managers name: Laura Thacker

Date: October 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

		Essential	Desirable	To be Evidenced by*
Education and Qualifications				
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				
E1	At least 2 years' experience of 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	Experience of partnership working, working and building relationships with GPs, colleagues, stakeholders and other organisations	X		A/I
E5	Experience of effective working alongside volunteers	X		A/I

(willingness/aptitude to do so is essential)

E6	Knowledge of Motivational Interviewing and Brief Solution-Focussed working		X	A/I
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Key Skills and knowledge

S1	Good communication skills (verbal and written)		X	A/I
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S2	Good one-to-one interviewing skills		X	A/I
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S3	Genuine passion, empathy and desire to support clients to lead healthier and happier lives and to motivate others to reach their potential		X	A/I
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S4	Good understanding of health issues and the wider determinants of health and wellbeing		X	A/I
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S5	Knowledge of social prescribing		X	A/I
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S6	Knowledge of brief interventions, behaviour change, motivational change		X	A/I
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S7	Good IT skills including Microsoft packages		X	A/I
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S8	Team working		X	
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S9	Attention to detail		X	A/I
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S10	Full driving licence and access to a car		X	
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S11	Having a creative and flexible approach to work			
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S12 Able to working independently
and managing own time

Behaviours and Values

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
AA			

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