



Job title	Hospital Link Worker Team Leader	Department	Hospital Link Workers
Position reports to	Hospital Link Worker Manager	Position is responsible for	2 Hospital Link Workers
Length of contract: Till 31 March 2025		Salary: £28,841.24 Full Time - 37 hours per week	

Location: Transfer of Care Hub, Southmead Hospital

About the Hospital Link Worker project

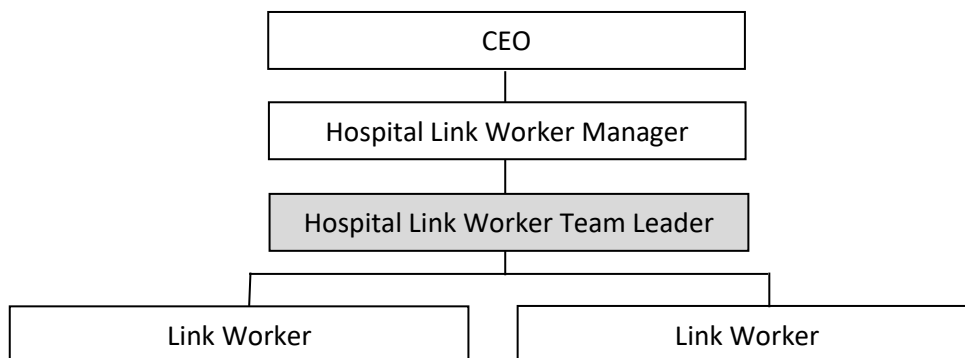
Hospital Link Workers work alongside hospital teams to enable patients to be discharged safely and access the ongoing support they need. Link Workers have a person-centred holistic approach, supporting patients to improve their long-term health and wellbeing. An important part of the Link Worker role is giving people time to talk about what matters to them and supporting them to unpick issues affecting their wellbeing. Link Workers enable people to have more control over their lives, maintain independence, and connect with their community. The work is based within the recently formed Going Home from Hospital Transfer of Care hub within Southmead Hospital.

The purpose of the Hospital Link Worker Team Leader is to lead the team of Link Workers and to support patients who are leaving hospital to settle back into daily life and their community.

Main purpose of job:

- Provide leadership and support for Link Workers
- Liaise with hospital staff and Southern Brooks colleagues to consistently seek to improve the service and expedite hospital discharge.
- Be responsible for triaging referrals from hospital teams and clinical professionals.
- Be responsible for the day-to-day management of delegating each referral to the appropriate Link Worker.
- Directly manage a small caseload.
- Line-manage 2 Link Workers and provide regular supervision and guidance.
- Ensure that Link Workers are capturing and collating client data.
- Build strategic relationships throughout the hospital to promote the service

Position in Organisational Structure



Last updated: February 2024

Date of next review: February 2025

Main duties

Day-to-day management

- Triage referrals and delegate to appropriate link worker.
- Ensure delivery of the first contact within 48 hours.
- Ensure ongoing care delivery by close working with colleagues and monitoring clients' feedback and satisfaction.

Line management & Reporting

- Manage, lead and mentor the team of Link Workers.
- Ensure all Link Workers receive and complete necessary training.
- Conduct regular supervision and mentoring to team members.
- Motivate and ensure regular and efficient data collation by the team.
- Create and collate reports every 3 months.

Manage own small caseload:

- Meet clients on the ward and quickly build rapport.
- Carry out motivational interviewing and person-centred conversations with clients to identify the activities/changes to help them stay well at home.
- Support individuals to address barriers to accessing services or maintaining independence. This includes recognising when wider determinants of health are having an impact, for example debt, poor housing, un/under-employment, physical inactivity.
- Empower individuals to maximise the control they have over their lives.
- Maintain records and databases in line with all operational procedures and data protection legislation.
- Produce case studies to evidence the impact of the service on users.

General

- Work closely and establish effective working relationships with other professionals (hospital discharge teams, occupational therapists & other professionals) to ensure joined up support to patients.
- Promote the Link Worker service throughout Southmead hospital.
- Work closely with the manager to constantly improve the service to clients, acting on feedback.
- Undertake other duties that may from time to time be reasonably required, e.g. attending community events, assisting with fundraising activities etc.
- Comply with all policies and procedures and promote Equal Opportunities, Safeguarding and maintain GDPR compliance.
- Attend training, team meetings, internal and external events as required.

Last updated: February 2024

Date of next review: February 2025