



Job title	Hospital Link Worker	Department	Hospital Link Workers
Position reports to	Hospital Link Worker Team Leader	Position is responsible for	none
Length of contract: Fixed term until 31 March 2025		Salary: £26,604.16 Full Time - 37 hours per week	

Location: Transfer of Care Hub, Southmead Hospital

About the Hospital Link Worker project

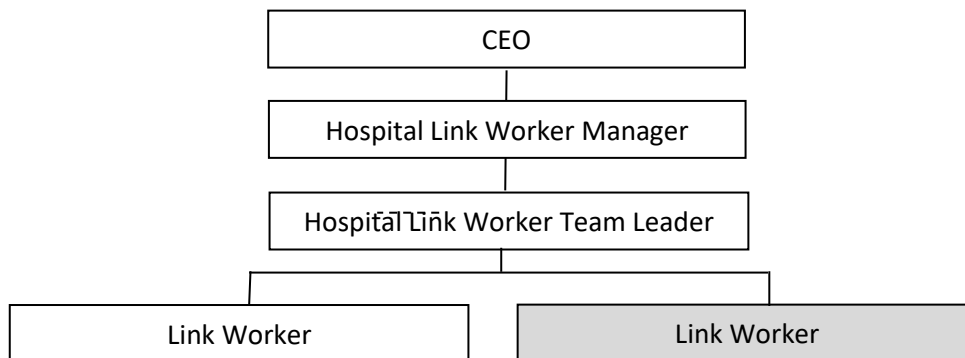
Hospital Link Workers work alongside hospital teams to enable patients to be discharged safely and access the ongoing support they need. Link Workers have a person-centred holistic approach, supporting patients to improve their long-term health and wellbeing. An important part of the Link Worker role 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.

Job Purpose

The purpose of this role is to support patients who are leaving hospital and assist them in settling back into daily life and their community.

- Working as part of a Multi-Disciplinary Team (MDT) in hospital, Link Workers will:
- receive referrals from ward staff
- meet patients on the wards
- support an individual for 4 – 6 sessions
- utilise the network of Southern Brooks to support individuals, including Social Prescribing Link Workers based in GP surgeries and community development teams
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Position in Organisational Structure



Last updated: February 2024

Date of next review: February 2025

Main duties

Provide personalised support

- Use motivational interviewing and other techniques to establish the needs of the patient.
- Provide personalised information and advice based on those needs.
- Support patients 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 patients to maximise the control they have over their lives.
- Co-produce action plans and facilitate follow-through.
- Effectively manage and prioritise a caseload of patients offering 4-6 sessions to each.
- Deliver performance targets and project objectives.
- Work flexibly to meet the needs of the patient. This may involve hours outside of 9am to 5pm and include attending meetings with ward staff or a patient's family.

Communication / Networking

- Develop and maintain good relations with hospital teams, Southern Brooks teams, and external practitioners.
- Identify and communicate gaps in provision to the line manager.
- Positively promote the service to hospital staff.
- Work closely and establish effective working relationships with other agencies to facilitate a 'joined up' approach to client action plans.
- Work as part of a team at Southern Brooks, attend regular team meetings and appropriate training courses.
- Work as part of the South Gloucestershire hospital In-reach team attend Multi-Disciplinary Team meetings to support patient discharge.
- Work alongside the existing Social Prescribing team in Southern Brooks.

Community Development

- Make introductions and link patients with others, groups and activities as part of their care plan.
- Identify opportunities to link patients to activities supporting them to develop relationships and build social networks.

Information Resources

- Assist with community resource mapping exercises.
- Maintain case files and databases and provide monitoring information as and when required.
- Maintain records in line with all operational procedures.
- Maintain accurate records and produce written reports of work
- Produce case studies to evidence the impact of the service.

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Other

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

Last updated: February 2024

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