

## Job Description

### Social Prescribing Link Worker

**Reporting to: Education and Lifelong Learning Co-ordinator.**

#### **Purpose of the Post:**

Social prescribing generally involves three key components: – i) a referral from a healthcare professional, ii) a consultation with a social prescribing link worker and iii) an agreed referral to a local community activity or programme or service delivered by the Health Service or other organisation.

A Social Prescribing service empowers individuals to take control of their health and wellbeing by referral to a social prescribing link worker who adopts a holistic approach to assessment of their needs. Social prescribing link workers work in true collaboration with individuals over a period of time, assessing their needs and concerns and developing a person centred health plan based on these needs. The ultimate aim of the social prescribing link worker is to connect people to community groups, organisations and statutory services for practical and emotional support with the overall purpose of improving health and wellbeing and improving social support. Social prescribing link workers support existing groups to be accessible and sustainable and working collaboratively with all local partners to identify gaps and needs regarding particular groups or interests. Referrals to the social prescribing link worker come from various sources, including for example GPs, primary care teams, community mental health teams, community dieticians and older people's services and the community and voluntary sector organisation as well as self-referral. Social prescribing can help to strengthen community resilience and personal resilience, and reduces health inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities. It particularly works for people with long-term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing

#### **Key Responsibilities and duties of the Social Prescribing Link Worker;**

##### **Work on a one-to-one basis with individuals to improve health and wellbeing**

- Complete needs assessment and co-produce a plan to improve health and wellbeing through social prescribing.
- Provide non-judgemental support, respecting diversity and lifestyle choices working from a strength-based approach.
- Book appointments with individuals, meet them personally, follow-up cases and manage caseload remaining as a point of contact and support throughout the individual's social prescription.
- Support and encourage individuals to access appropriate services in their community. Where appropriate, physically introduce people to community groups, activities and statutory services, ensuring they are comfortable. Followup to ensure they are happy, able to engage, included and receiving good support.

## **Work in partnership with health professionals and the Community and voluntary sector**

- Build relationships with key staff in GP practices, members of the primary care teams within the local Community Healthcare Networks including dieticians, occupational therapists, mental health professionals, psychologists, social workers among others. Attending relevant meetings, becoming part of the wider network team, giving information and feedback on Social Prescribing.
- Develop supportive relationships with local community organisations, community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.
- Work closely with the HSE health promotion and improvement officer to support the ongoing development of the programme taking an active part in reviewing and developing the service and contribute to business planning.
- Build and maintain a comprehensive database of local community groups, resources and services and ensure information on sources of voluntary and community support is up to date at all times to enable effective and accurate supported access and linking of individuals with services
- Work with local partners to identify unmet needs within the community and address gaps in community provision.
- Work in partnership with all local agencies to raise awareness of social prescribing and how partnership working can reduce pressure on statutory services, improve health outcomes and enable a holistic approach to care.
- Provide referral agencies with regular updates about social prescribing, including information for their staff on how to access information to encourage appropriate referrals.
- Gather regular feedback and develop reports on the quality of service and impact of Social Prescribing on referral agencies.
- Ensure that local community and voluntary organisations being accessed have basic procedures in place for ensuring that vulnerable individuals are safe and, where there are safeguarding concerns; work with all partners to deal appropriately with issues in line with the HSE Framework for Social Prescribing.

## **Monitoring and evaluation**

- Work sensitively with clients to administer evaluation tools in order to capture key information, enabling tracking of the impact of social prescribing on participant health and wellbeing and other outcomes measures.
- Document and report case notes and social prescriptions in online Social prescribing software.
- Provide progress reports and presentations to oversight groups and funders detailing the progress of the service.

- Develop effective and tailored referrals and feedback protocols to GPs and partners in CHNs.
- Populate and maintain social prescribing software. Professional development
- Undertake continual personal and professional development.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Access external supervision as a mechanism of professional support

The above job description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post and as required by your manager.

### **Eligibility Criteria:**

#### **Qualifications/and or Experience:**

#### **Eligibility criteria**

- A 3rd Level qualification in a Social, Community, Health or related field

#### **Health**

A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

#### **Age**

Age restrictions shall only apply to a candidate where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation Act, 2004). A candidate who is not classified as a new entrant must be under 65 years of age on the first day of the month in which the latest date for receiving completed application forms for the office occurs.

#### **Post specific requirements**

- A minimum of 3 years' experience in a community development OR healthcare OR related field
- Experience of supporting people in a one-to-one or group capacity
- Experience of partnership/collaborative working and of building relationships across a variety of organisations

#### **Other requirements specific to the post**

- Access to transport and a full clean driving licence.

#### **Skills, competencies and/or knowledge**

## **Knowledge and Experience**

- Reducing health inequalities and proactively working with people with diverse needs from all communities to improve health and wellbeing
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities
- Working from an assets-based approach, building on existing community and personal assets
- Knowledge of the structure of the HSE and the health services provided at Community Healthcare Network level
- Working with the needs of small community groups and ability to support their development.
- Ability to work to policies and procedures, including confidentiality, safeguarding, information governance, and health and safety
- Excellent IT skills
- Experience of data collation and reporting

## **Communication and Interpersonal skills**

- Listening and empathising with people and provide person centred coaching and support in a non-judgemental way
- Supporting people in a way that inspires trust and confidence, motivating others to reach their potential
- Organising, planning and prioritising on own initiative, including when under pressure and meeting deadlines Building and maintaining relationships with a variety of stakeholders including with people, their families, carers, community groups, GPs, health professionals and other stakeholders.
- Presenting information in a clear and concise manner
- Working both independently and collaboratively within a team and multi stakeholder environment
- Flexibility, adaptability and openness to working effectively in a changing environment.

## **Evaluating information, problem solving and decision-making**

- Analysing and interpreting information, develop solutions and contribute to decisions quickly and accurately as appropriate
- Identifying risk and assess/manage risk when working with individuals
- Understanding 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 social prescribing link worker role – e.g. when there is a mental health need requiring a qualified practitioner.

## **Commitment to a quality service**

- Appreciating the importance of working with clients with diverse needs in an empathetic, non-judgemental, empowering manner.
- Promoting and maintain high work standards
- Providing a quality and professional service to internal and external stakeholders
- Developing own knowledge and expertise

- Ensure that you uphold Wexford Local Development's Code of Behaviour for staff.
- Ensure safe working and operations of your area of work by implementing Wexford Local Development's health and safety policy in full.
- Demonstrate a commitment to the WLD's values, core purpose and vision at all times

### **Campaign specific selection process**

#### **Ranking/shortlisting/interview**

A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your CV. The criteria for shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned