

Ruils Social Prescribing Link Worker

Job Description

Job Title:	Link Worker
Responsible to:	Lead Link Worker
Salary:	£25,000 - £27,000
Pension:	Employer contribution
Hours:	Full time, 35 hours per week
Based:	The Disability Action & Advice Centre, 4 Waldegrave Road, Teddington, TW11 8HT

Introduction

Ruils is run by, and for, disabled people. Ruils exists to remove the barriers that prevent disabled people from living independent lives. Our vision is for a society where all individuals have choice and control to live independent lives. Our mission is to provide services and activities to enable individuals to be independent and to live life to the full.

We are working with Richmond General Practice Alliance (RGPA) and our local Primary Care Networks to deliver Social Prescribing. Social Prescribing enables GPs and other health care professionals to refer patients to a Link Worker, who can then connect the individual to services and activities in their local community.

Purpose of Post

The Link Worker will work with individuals to identify their needs and requirements and link them to services, community groups and activities to support them in becoming more independent and active in their community. This will allow individuals to obtain advice, connect with others socially and generally lead a healthier and more fulfilling life.

Key Duties and Responsibilities

1. Develop trusting relationships by giving individuals time to focus on 'what matters to me' and coproduce personalised action plans to allow the individual to take control of their health and wellbeing based on their interests, values and motivations.
2. Meet individuals on a one-to-one basis, making home visits where appropriate, allowing time for individuals to tell their stories and identify wider issues that impact on their health and wellbeing (such as debt, poor housing, unemployment, loneliness and caring responsibilities).
3. Maintain records to enable tracking of the individuals journey and impact of Social Prescribing on the individual's health and wellbeing. Encourage individuals, families and carers to provide feedback and to share stories on their experiences.
4. Introduce or reconnect individuals to services, community groups and statutory services based on the individual's priorities and the wider detriments of health. Develop supportive relationships with organisations to make timely referrals for the individual being introduced.

5. Manage and prioritise your own caseload, in accordance with the needs, priorities and urgent support required for individuals on the caseload. Understanding when to refer the individual back to other health professionals or agencies when what they need is beyond the scope of the role.
6. Build relationships with key staff in GP Practices and the voluntary sector, attending meetings, promoting the service and providing feedback on Social Prescribing within Richmond.
7. Proactively develop strong working relationships with local agencies to ensure referrals are appropriate and there are the right opportunities for individuals to improve their health and wellbeing. Reporting gaps in service provision to senior managers for further investigation.
8. Work with your line manager to undertake continual personal and professional development. Contribute to peer supervision sessions to enable you to effectively manage difficult issues that individuals present.

Ruils Culture

At the heart of Ruils is good people. We believe in mutual respect where we value everyone's strengths and celebrate our differences and imperfections. We all support a collaborative 'us' mentality where we share our knowledge for the benefit of our colleagues and clients.

Our culture is underpinned by clear, honest and transparent communication at all levels. We are all committed to creating an organisation that supports our personal and professional lives, but can still be a fun and sociable place to work.

We all passionately believe in the same vision for Ruils and our clients - supporting people to become valued, effective and independent members of society. We will achieve this through open collaboration as a team and an empathetic approach to our clients.

For us all to grow and flourish we are committed to creating a supportive, caring and kind environment for every member of our team. We will do this by trusting our colleagues and acting with the utmost integrity and accountability with everyone we come in to contact with. We are all committed to the success and growth of Ruils and appreciate this will be achieved through being flexible and accessible in our approach to work and by supporting each other to reach our full potential.

Finally, we know that it is the people at Ruils that make the difference. We will encourage and welcome like-minded people to the team who share, and are committed to our values.

It is necessary for all employees to be flexible, and all employees may be required from time to time to perform other duties that may be required by the employer to provide effective services to individuals and to ensure the efficient running of the organisation.

General

The post-holder is expected to work in line with the Ruils' policies and procedures including health and safety, confidentiality, safeguarding adults and children, and equal opportunities and diversity. In carrying out their duties the post-holder should endeavour to maximise the opportunity for disabled individuals to be independent and to create opportunities that enable them to reach their full potential.

The post-holder will:

- Promote the work of Ruils and Social Prescribing
- Be self-servicing and will maintain efficient files and records and record on the Ruils database;
- Attend monthly staff meetings;
- Attend personal supervision and appraisal meetings;
- Attend and contribute to Planning Days and Events as and when required;
- Undertake any training necessary to improve performance;
- Comply with all relevant legislation.
- Ensure that confidentiality of client information is maintained in line with GDPR regulations.

Special Requirements:

Flexibility to work outside of normal office hours on occasion.

Person Specification – Link Worker

Criteria		Essential	Desirable
Personal Qualities & Attributes	Ability to listen, empathise with people and provide person-centred support in a non-judgemental way	✓	
	Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity	✓	
	Commitment to reducing health inequalities and proactively working to reach people from all communities	✓	
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	✓	
	Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders	✓	
	Ability to identify risk and assess/manage risk when working with individuals	✓	
	Have a strong awareness and understanding of 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 link worker role – e.g. when there is a mental health need requiring a qualified practitioner	✓	
	Able to work from an asset based approach, building on existing community and personal assets	✓	
	Able to provide leadership and to finish work tasks	✓	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	✓	
	Commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative solutions to community issues	✓	
	Demonstrates personal accountability, emotional resilience and works well under pressure	✓	
	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	✓	
	High level of written and oral communication skills	✓	
	Ability to work flexibly and enthusiastically within a team or on own initiative	✓	
	Understanding of the needs of small volunteer-led community groups and ability to support their development	✓	
	Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	✓	
Qualifications & Training	NVQ Level 3, Advanced level or equivalent qualifications or working towards	✓	
	Demonstrable commitment to professional and personal development	✓	
	Training in motivational coaching and interviewing or equivalent experience		✓
Experience	Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)	✓	