

Job Description

Job Title	Social Prescribing Support Worker
Hour per week	Full/Part Time
Reports to	Clinical Director

Social prescribing empowers people to take control of their health and wellbeing through referral to non-medical 'link workers' who give time, focus on 'what matters to me' and take a holistic approach, connecting people to community groups and statutory services for practical and emotional support. Link workers support existing groups to be accessible and sustainable and help people to start new community groups, working collaboratively with all local partners.

Social prescribing can help to strengthen community 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. Social Prescribing 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.

JOB PURPOSE

1. Liaising with patients, their families/representatives, healthcare professionals, social services and GPs to ensure that the care needs of the patient is being met and the desired outcomes achieved.
2. Assess, plan, develop, implement and evaluate treatment programmes and individual treatment plans that promote health.
3. Work with patients in order to support adherence to prescribed treatments.
4. Support patients to adopt health promotion strategies that promote patients to live healthily and apply principles of self-care.
5. Provide telephone or home assessment visits when the need arises for patients unable or unsuitable to be seen at the practice (i.e. following hospital discharge) including blood pressure, height and weight, BMI and QOF data as required.
6. Provide information to the practice to aid timely assessment and management of patients.
7. Maintaining electronic records within SystmOne for reference purposes.
8. Keep all information regarding patients and their families secure and confidential.
9. Talk to patients, their chosen carers or representative with appropriate consent about their care and support, taking into account the different communication needs and levels of understanding.
10. Attend multidisciplinary meetings as required.
11. Ensure working patterns are efficient and planned logically.
12. Effectively prioritise tasks to meet unexpected emergencies and changes in care packages.
13. Communicate effectively with colleagues and other members of the practice team regarding patients' well-being. Identify and establish contact with patients, families and carers who may benefit from Social Prescriber interventions.
14. To give patients time to tell their stories and focus on 'what matters to me'. To build trust, providing non-judgemental support, respecting diversity and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
15. Increase the scale and impact of simple lifestyle advice in primary care. Identify agreed actions with network teams to reduce variation in secondary prevention of people with chronic conditions.
16. To be a key part of the network multidisciplinary team, strengthening community and personal resilience through delivery of social prescribing and the promotion of a wellbeing approach to health through direct patient liaison.
17. To support the Altogether Better Health Champion programme, linking patients together for self-help and empowerment.

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18. To be a friendly source of information about health, wellbeing and prevention approaches to colleagues within PCN and other agencies.
19. Support planning and delivery of local community health awareness events, for example Health Information Fairs, Medicines Amnesty, Dementia Action alliances and promotion of wellbeing at flu clinics and to promote health champions through The Altogether Better work programme.
20. *To have a focus on digital health, the use of IT systems and Apps to support patients to improve access to services, such as remote electronic video consultations, health advice webinars and videos, the use of social media to promote health and wellbeing initiatives and supporting patients and staff with the use and implementation of health related apps.

COLLABORATIVE WORKING RELATIONSHIPS

Recognises the roles of other colleagues within the organisation and their role to patient care
Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations and the third sector
Demonstrates ability to work as a member of a team
Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
Liaises with other GP Practices and staff as needed for the collective benefit of patients

LEADERSHIP

Demonstrates understanding of the social prescribing role in governance and is able to implement this appropriately within the workplace
Demonstrates understanding of, and contributes to, the social prescribing vision
Demonstrates ability to improve quality within limitations of service
Reviews last year's progress and develops clear plans to achieve results within priorities set by others
Demonstrates ability to motivate self to achieve goals
Demonstrates ability to extend boundaries of service delivery within the team

EDUCATION, TRAINING AND DEVELOPMENT

Understands and demonstrates the characteristics of a role model to members in the team and/or service
Demonstrates understanding of the mentorship and coaching process
Demonstrates ability to conduct teaching and assessment effectively according to a learning plan with supervision from a more experienced colleague
Demonstrates self-development through continuous professional development activity

Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients, carers and third sector organisations
- Recognise people's needs for alternative methods of communication and respond accordingly.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

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- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carer's, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & safety:

The post-holder will implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Correct use of Personal Protective Equipment (PPE)
- Use and monitoring of the correct use of Standard Operating Procedures for cleaning and infection control
- Responsible for correct hand hygiene of self and others
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols within the team
- Active observation of current working practices across the team in relation to infection control, cleanliness and related activities, ensuring that procedures are followed, weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Routine management of team areas, and maintenance of work space standards
- Spillage control procedures, management and training

Safeguarding Children and Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults.

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Equality and diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional development:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Job description developed April 2019

Reviewed February 2021

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