

## **Community Link Worker**

**Location:** The roles are based throughout the Inverclyde Council area and may move. Some work outside of the Inverclyde area should be expected.

**Reports to:** Lead Community Link Worker

**Salary:** £28,485 (FTE) + 5% pension contribution

**Hours:** Full or Part time, normally within 9-5 Monday-Friday, applications for reduced hours or flexible working are welcomed. Some evening and weekend work may be required

### **Role**

The Community Link Worker programme is funded by the Scottish Government and delivered in partnership with GP Practices and the 3rd sector to support people to live well through strengthening connections between community resources and primary care.

The Community Link Worker will provide a person-centred service that is responsive to the needs and interests of a GP practice population living in an area affected by socio-economic deprivation. They will support them to identify issues that affect their ability to live well. Taking a person-centred approach, the post holder will support individuals to help them identify personal outcomes and priorities that they would like to address, to overcome any barriers to addressing these and to link them to local and national support services and activities.

The Community Link Worker will support the existing GP practice team to become better equipped to match local and national support services to the needs of individuals attending for health care. They will also build relationships and processes between the GP practice and community resources, statutory organisations, other health services and voluntary organisations.

### **Core Duties & Responsibilities**

- Provide through good conversations, a specialist and professional service to people in contact with a GP practice team, who may be experiencing complex social circumstances and build non dependant relationships and trust with them
- Enable people to identify personal outcomes and priorities to improve their health and well-being, to overcome any barriers to addressing these and where appropriate, to link people to relevant local and national support services and activities.
- Implement effective pathways for accessing the Community Link Worker service to ensure people face minimal barriers and are offered a 1:1 appointment within an appropriate timescale.
- Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3rd sector to ensure people are able to be supported to negotiate complex pathways.

- Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues
- Develop excellent working relationships with all staff within the GP practice to become a key member of the practice team ensuring that the service takes account of the individual demographics and circumstances of the GP practice.
- Attend regular practice team meetings to discuss and negotiate caseloads, issues of concern and gaps in services and/or activities.
- Provide appropriate feedback to GP practice, 3rd sector organisation and other stakeholders on the challenges and achievements of the service.
- Enable and support the GP practice team to build understanding and implementation of community orientated approaches to best support their patients.
- Maintain accurate and consistent records on each client through a quality assured case management system and the GP practice system. This will include recording an agreed minimum core data set required for ongoing monitoring and evaluation of the national Link Worker programme.
- Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for ongoing monitoring and evaluation of the national Link Worker programme.
- Develop and deliver reports in an agreed timeously manner to enable evaluation and further learning.
- Undertake any other duties as deemed appropriate by line manager. In order to be able to effectively support people facing complex problems, the post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs.

### **Generic Staff Responsibilities**

- To promote membership of CVS Inverclyde to the third sector in Inverclyde
- To work as part of the CVSI team, involving additional duties as and when required to support colleagues
- To practice & promote an equitable, accessible and non-discriminatory approach to work at all times
- To represent CVSI in relevant networks and partnerships and promote CVSI's role, work and priorities.

### **Person Specification**

#### Qualifications

Educated to SCQF Level 9 or with equivalent experience	Essential
HND level or above in a relevant field, eg. community learning and development, health, social care or equivalent experience	Essential
Driving Licence and own vehicle	Desirable
Relevant qualification in topics such as health behaviour change; motivational interviewing	Desirable

## Experience / Knowledge

Extensive experience of working within Community Learning and Development, Social Work, health or related field	Essential
Knowledge and experience of working with people who are experiencing complex social and emotional circumstances	Essential
Extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations, including the ability and sensitivity to work with vulnerable people to build trust which allows the sharing of personal information.	Essential
Ability to listen, motivate and support individuals and stakeholders.	Essential
Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgmental	Essential
Demonstrable strong understanding of changes faced by those living in areas of deprivation and interest in health inequalities, health improvement and well-being.	Essential
IT skills including the use of Microsoft Office Suite and ability to produce written reports and maintain 'client' records.	Essential
Experience in carrying out regular monitoring and evaluation to monitor outcomes and review practice in light of evaluation	Essential
Ability to work autonomously on own to plan workloads, meet deadlines and also work as part of a team.	Essential
Ability to demonstrate resilience in dealing with emotions and distress.	Essential
Positive outlook, self-motivated and flexible.	Essential
Experience of working in partnership with other local and statutory organisations.	Desirable
Experience of working within primary care	Desirable
Strong understanding and sensitivity to the needs of people who may be isolated, have long term health conditions, experiencing poor mental health or living in deprivation.	Desirable
Skills in presenting information clearly and concisely to a variety of audiences.	Desirable

## Competencies

Strategic Awareness	Level 2
Quality and Change	Level 2
Effective Decisions	Level 2
Communication & Leadership	Level 2
Partnership Working	Level 2

Continuous & Professional Development	Level 2
Knowledge & Skills	Level 2
Delivering a Quality Service	Level 2
Taking Responsibility	Level 2