**Community Link Worker**

**Salary:** £23,000

**Hours:** 35 hours per week

**Reporting to:** Kersiebank Community Centre Committee

The Community Link Worker Scheme is delivered by third sector organisations in the Falkirk area, with this role being managed by Kersiebank Community Project and is funded by Falkirk Health and Social Care Partnership.

**General Information:**

Community Link Workers offer non clinical support to patients, enabling them to set goals and overcome barriers, in order that they can take greater control of their health and well-being. Using ‘good conversations’ a CLW supports patients to identify problems and issues they are experiencing and to talk about what really matters to them. They support patients to achieve their goals by enabling them to identify and access relevant resources or services in their community. A CLW also maps local services, engaging with and developing productive relationships with these services including keeping informed of the status of existing and new services.

**Role purpose**:

* To support people to live well through strengthening connections between community resources and primary care
* To support GP practice teams working with individuals and communities who experience socio-economic deprivation
* To mitigate the impact of social and economic inequalities on health
* CLW will become a member of the wider General Practice multi-disciplinary team where appropriate.

The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by clients.

**Main Duties:**

1. To be the first point of contact at GP surgeries where you deliver the service
2. Receive and manage referrals within agreed timescales.
3. To undertake person-centred guided conversations with participants, identifying personal goals they wish to achieve and supporting them to meet them.
4. Liaising with colleagues, other professionals and the wider community as appropriate.
5. To work as part of a Multi-Disciplinary Team to ensure an integrated and personalised approach.
6. To explore and build social networks, offering and developing a range of relevant activities to meet people’s needs.
7. To ensure that all relevant performance reporting information is collected and submitted within the given timescales.
8. To ensure that all project targets, outputs and outcomes are delivered and achieved on time, within the scope of the service specification and within agreed budget.
9. To be flexible, person-centred and embrace changing approaches to delivery the service. and aspirations of the people who use it
10. To ensure that all complaints and compliments received are recorded in line with organisational policy.
11. To recognise the importance of safeguarding procedures within the project, and to ensure that any concerns, disclosures or allegations of abuse are immediately and correctly reported.
12. To embed equality, diversity and inclusion best practice into all aspects of your work.
13. To attend and participate in regular supervision, appraisals and training as required / requested.
14. Carry out duties and responsibilities in compliance with the Health and Safety Policies and Statutory Regulations.
15. Maintain high standards of personal accountability.
16. The above list of main tasks in this job description should not be regarded as exclusive or exhaustive.

**Person Specification**

The Community Link work is required to have excellent people skills, be a good listener who has a problem-solving attitude and takes a practical approach to meeting individuals needs.

**Essential**

A self-starter and team player

Excellent people skills, ability to communicate with a range of people

Excellent presentation and reporting skills

Knowledge of Grangemouth area and its assets including services and organisations

Understands the challenges faced by vulnerable people and those experiencing difficulties

Understands the importance of confidentiality

Ability to produce written reports and maintain client records using a database

Experience of Microsoft Office packages

Able to travel independently throughout the Falkirk region

**Desirable**

Experience of working in partnership with other local and statutory organisations

Skills in presenting information clearly and concisely to a variety of audiences

Proven track record of achieving outcomes for vulnerable people and those experiencing difficulties/disadvantage.

Experience of working in a community setting