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**Role:** Good Connections - Community Resource Link-worker

**Salary, hours & contract:** £26,000 per annum pro rata. 30 hours per week (0.8 FT) which may include some working in the evening and at weekends. The contract will be initially for a fixed-term, six-month development period with the potential for extension.

**Location:** West Calder Community Centre, West Lothian and partners premises as required

**Background & Job Description**

West Calder & Harburn CDT (with key partners Polbeth & West Calder Community Garden, Braid House Care Centre and West Calder Medical Centre) are looking to employ a motivated, capable and self-reliant individual to develop and implement the next stage of their “Good Connections” community wellbeing support service. This initiative utilises a social prescribing and asset based model to support adults over 16 years old with common and long term conditions and/or social care and wellbeing needs to become involved in community activities.

Although led locally by WCHCDT, this initiative is reliant on a partnership of both local and county-wide organisations to providetailored services to the wider West Calder community as defined by the registration scope of West Calder Medical Centre.

The service (and individual) will act as a referral Single Point of Access between statutory providers and community settings. People will be referred or signposted from statutory providers, other community organisations, or could self-refer to the service. The Linkworker will (along with partner staff and key volunteers) support individuals to engage with community activities.

The role of the Community Resource Linkworker will be to provide a holistic support service for individuals from when they seek support and advice or are referred. They will work with key partners to accept referrals into the service. They will welcome each person, provide a 1:1 discussion, and then actively signpost and support the client to access appropriate support, activities and services. They will also carry out background administration for this service - such as logging individual details onto a service database – and help develop monitoring and evaluation procedures, as well as capturing and presenting the outcomes and learning.

Being a point of evolution for this initiative, this is an exciting opportunity for the right person to play a key role in a new service which has huge potential and developmental opportunities.

**MAIN TASKS**

**Individual Support**

* to provide first point of contact to all those accessing the service, whether face to face, by telephone or email.
* as part of a team, make contact with all people referred into the service
* To offer a 1:1 discussion (problem clarification) session with individual where necessary
* assist people to engage with community activities and other services
* follow up with people who have used the service to ensure that they are engaging successfully and reporting appropriately to the referring agency.
* provide a professional service that maintains boundaries, but is warm and respectful.
* maintain individual confidentiality and respects equal rights and diversity.

**Development work**

Links with other community organisations and relationships with statutory services are key to the success of this service. You will be the lead on a local and partnership team to formulate a plan to develop this Integrated Wellbeing Service. Working with our partners, you will:

* liaise with our partners/staff and encourage collaborative and partnership working
* build relationships and rapport with external partners and help develop internal opportunities
* seek and generate referrals to the initiative from partners and GP’s and improve the community access
* work potentially at other premises, including GP practice, to deliver Wellbeing 12 and/or Emotional Health checks (where appropriate, training will be provided) to individuals from the target community
* to help develop monitoring and evaluation systems and work with other staff to present the outcomes and learning from the development phase
* to work with staff and managers to inform wider development plans

**Administrative and General Duties**

* log all individuals accessing the service onto the central database in an accurate and timely fashion.
* to maintain accurate records to fulfil reporting requirements including demographic information, presenting needs and any other case notes deemed to be appropriate.
* ensure that all paper or computerised records and documentation regarding the service are effectively and securely stored.
* to adhere to all policies including equal opportunity policy and volunteer policy at all times
* carry out such other duties as deemed appropriate and may be reasonably required by the Trust Manager.

**PERSON SPECIFICATION**

This is an exciting and innovative initiative that will improve the lives of many people with health and social care needs in a local area. It could also build and evidence a model that will have wider potential and impact. This role is a great job opportunity for candidates who have the relevant experience, skill sets, enthusiasm and entrepreneurialism. The post holder will need to be organised, self-motivated, and a quick learner. We have intentionally not been too prescriptive in the person spec but candidates are expected to possess/exhibit the following:

* self-motivated, enthusiastic and ‘can do’ attitude
* experience of a customer care environment
* formal education to at least Higher level
* experience of mental health and social care needs or of working with people with mental health needs would be advantageous
* an understanding and commitment to community development principals
* ability to work on one’s own initiative and self-motivation
* excellent interpersonal, networking and communication skills
* excellent standard of literacy and numeracy and IT competency
* strong commitment to teamwork to ensure the tasks required are completed
* ability to work flexibly with other colleagues within the team and partners
* ability to be proactive and to problem solve, including seeking creative or imaginative solutions
* ability to work under pressure and cope effectively and/or support others to cope effectively with difficult situations
* strong ability to ensure confidentiality, data quality and integrity are kept at all times
* commitment and ability to meet set deadlines for report generation and other tasks
* commitment to equality and diversity

Please complete and submit the appropriate application form. Please note that only shortlisted candidates will be contacted.