

Position: Community Link Worker

Responsible to: Adult Community Services Manager

Purpose of the Job

- To provide a person-centred service that is responsive to the needs and interests of assigned GP Practice populations.
- To support those individuals to identify issues that affect their ability to live well.
- To support individuals to help them to identify personal outcomes and priorities that they would like to address, and to overcome any barriers to addressing these through linking them to local and national support services and activities in the third sector.
- To 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 regulations, other health services and voluntary organisation.

Duties

- 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 in third sector.
- 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.
- Liaise with the line manager, CLW Network Area Lead, the Edinburgh Health & Social Care Partnership and EVOC – participating in necessary reviews, workshops, meetings and reflective practice sessions.
- 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 the quality assured case management system and the GP practice system.
- Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for on-going monitoring and evaluation of the 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 or Chief Executive

Team work

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings & staff meetings as required
- Undertake activities that will allow Space to respond to opportunities that arise from additional funding, service trials or pilots and other innovative projects
- To work as part of the wider team to ensure services are delivered effectively, including stakeholders to ensure the organisation's remit is carried out with regard to statutory commitments and best practice
- To fulfil organisational requirements in relation to receiving training and practice development, and to develop individual and team skills
- Work to legislative, ethical, policy and procedural requirements, adhering to Space's policies & procedures, including best practice on Safeguarding and Protection of Children and Vulnerable Adults, HR, Health and Safety & Operational, and participate in all policies being reviewed and updated
- Undertake relevant Continuing Professional Development and interest in the latest relevant literature
- Use communication systems to good effect including email/pigeonholes/meetings/notice boards
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate
- Understand fully the requirement for confidentiality in your work, balanced with data sharing with suppliers, stakeholders and others, being aware of GDPR.
- Care for the work environment to promote effective working
- Liaise with other voluntary, statutory workers and stakeholders as required.

Behaviours

All staff are expected to:

- Nurture a culture of kindness through upholding and working towards our values – welcoming, fun, creative, bold and trustworthy.
- Be a role model for staff and stakeholders, showing optimistic, determined and positive leadership that will support our organisational aims and outcomes.
- Adopt a flexible working style with the ability to challenge as appropriate and able to give and receive constructive feedback.
- Participate in a coaching culture within your areas of responsibility that upholds the values of the organisation.
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.

Line Management, Support and Supervision

- Attend regular support and supervision meetings with the Adult Community Services Manager and regular catch-up's with the Community Link Worker Area Lead.



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