

Post: Senior Community Link Worker
Salary banding: Level 4

As a Senior Community Link Worker, I have a developmental role as well as providing on-going support. I am responsible for developing positive, working relationships between the Community Link Worker team, Primary Care and local community resources. I work to ensure that people referred from Primary Care to the Community Link Worker service benefit from community resources which can contribute to improvement of their mental and physical health outcomes. I contribute to community development in my local area of work by working closely with community organisations.

I may carry a case load for on-going work with specific individuals and for developing and reviewing personal support plans, and I have oversight of personal support plans designed and implemented by Community Link Workers. I work closely with Community Link Workers in a guidance and/or support and supervision role to promote good working practice and staff development.

I ensure that the Community Link Worker service provides an environment where people can improve their health outcomes, establish improved connections in their communities and enhance their quality of life.

I work autonomously being able to judge when I refer to my Manager and I take a lead role in developing the service. I support the Project Manager and Locality Manager in their roles to meet national and funder criteria. I identify gaps in the service where they arise and implement solutions in partnership with my line manager

What I do and what I achieve

- I work closely with the Project Manager and Locality Manager to achieve strategic outcomes
- I work closely with colleagues in Primary Care
- I work to develop improved, working links between Primary Care and local community resources
- I contribute to development of community resources that can enhance health outcomes for people who use the Community Link Worker service
- I link service users to appropriate resources in the local community
- I compile and review service user personal support plans ensuring outcomes are being achieved including ensuring people are connected to their community
- I have oversight of personal support plans developed and implemented by Community Link Workers
- I allocate and manage Community Link Worker workloads
- I assist in the recruitment and support of volunteers
- I ensure continuity of service within the context of SiMS values and strategic outcomes

- I ensure that careful and ongoing review systems are in place and maintained
- I build positive working relationships with Primary Care and other local partners to better support our service users and to promote the work of the Community Link Worker service
- I collate information and prepare agency reports for line management as required
- I contribute to Research and Development at a local level in support of National objectives to promote service improvements
- I have a lead role to oversee that all Health and Safety responsibilities within practice settings are fulfilled
- I travel throughout the geographic region covered by the service as required

Who I am

- I am educated to SVQ 3 level or have experience working in mental health
- I work well in a team setting but can also work autonomously
- I have a sound theory base of social care interventions including risk assessment
- My value base is consistent with the aims and objectives of Support in Mind Scotland
- I apply an analytical approach to problems in order to find solutions
- I am competent in planning and reviewing development plans and taking appropriate action if needed
- My I.T skills are of a good standard
- I recognise the importance of providing professional support and supervision to practitioners
- I have a sound knowledge of Health and Social care policy in Scotland and can apply this to my role
- I am keen to develop my knowledge and skills and attend training as required
- I can travel throughout the geographic region covered by the service as required

I may also have

- Experience of delivering a Registered Service and meeting SSSC requirements
- Experience of community-development work

General Duties

- Act in accordance with Data Protection legislation. Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
- As with all employees, workers and volunteers; to encourage people to join Support in Mind Scotland as a member, donor or activist
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.