**West Calder & Harburn Community Development Trust**



**Job Description;** Good Connections: Community Wellbeing Link-worker

**Reports to;** Trust Manager

**Salary;**  £24,000 pro rata. The contract will be initially for a fixed-term cover period until the end of May 2023 with the potential for extension.

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

**Hours;** 30 hours per week (0.8 FTE). Hours may include some working in the evening and at weekends.

**Background & Job Description**

West Calder & Harburn Community Development Trust (WCHCDT) are looking to employ a motivated, capable and empathetic individual to develop and implement the next stage of their “Good Connections” community wellbeing support service. Over the past year, our Community Wellbeing Link-worker has established the Good Connections Community Wellbeing Project as a service (based on a social prescribing model) for local people aged 16+ to access 1-to-1 help to find advice & support services, groups, activities and volunteering opportunities that are good for mental wellbeing. WCHCDT are looking for someone to progress this successful project to its next stage whilst our current Link-worker takes an extended period of leave. This is an exciting opportunity for the right candidate with the possibility for further progression.

The ideal candidate for this role would be compassionate, flexible & non-judgmental, with experience of working with people. The Good Connections Link-worker will also be responsible for coordinating the Good Connections Programme of Activities, which includes a wellbeing walking group, an art therapy group & volunteering opportunities that the Link-worker can refer or signpost clients into. The Link-worker will work closely with contracted wellbeing activity leaders, the rest of the CDT team and colleagues at the Community Woods & Garden in Polbeth/West Calder, as well as with new & established referral partners across West Lothian.

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) acts as a referral Single Point of Access between statutory providers and community settings. People are referred or signposted from statutory providers, other community organisations, or self-refer into the service. The Link-worker will (along with partner staff and key volunteers) support individuals to engage with other services & community activities.

The role of the Community Wellbeing Link-worker is 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. Where appropriate, the Link-worker will also provide practical support to individuals struggling to engage or communicate effectively with other services. They will also support WCHCDT with ongoing development of the Good Connections Community Wellbeing Project.

This is an exciting opportunity for the right person to play a key role in further developing our Good Connections Community Wellbeing service and activity programme, which has already shown to have huge opportunities for growth.

**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 to 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.
* 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 respect 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 partnership team who aim continuously develop this integrated wellbeing service, working with our partners to

* 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
* promote the wellbeing needs of clients within CDT project work and whilst working with third-party organisations
* work at other premises, including the Community Woods and Garden in Polbeth/West Calder to provided 1-to-1 support to individuals from the target community
* work with staff and managers to inform wider development plans

**Administrative Duties**

* log all individuals accessing the service onto the central database in an accurate and timely fashion.
* information logged should include people’s demographic information, presenting needs and any other case notes deemed to be appropriate.
* log appointments for people to meet with the Link-worker
* ensure that all paper or computerised records and documentation regarding the service is effectively and securely stored.

**General duties**

* to maintain accurate records to fulfil reporting requirements
* 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 recognized project that has already shown great potential to improve the lives of many people with health and social care needs in a local area. 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/client care environment
* 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 principles
* ability to work on one’s own initiatives and self-motivated
* 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 and integrity are kept at all times
* commitment to equality and diversity

Only shortlisted candidates will be contacted.