

Post: Community Link Worker  
Salary banding: Level 3

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As a Support in Mind Scotland practitioner, I work directly with people referred to the Highland Community Link Worker service who require immediate or on-going emotional, practical or vocational support in order to deliver the best possible health outcomes. I work with people using the service to develop and review personal support plans, although ultimate oversight rests with Senior Community Link Workers. I work closely with other members of the Community Link Worker team, colleagues in Primary Care and representatives of community-based groups and organisations, to achieve outcomes as defined by my line manager. Within the Community Link Worker team there is a clear line management structure which supports and shapes my practice. I aim to contribute to an environment where people can improve their health outcomes, establish improved connections in their communities and enhance their quality of life.

#### What I do and what I achieve

- I work as part of a team building positive working relationship
- I work closely with colleagues in Primary Care
- I link service users to resources in the local community and to statutory and non-statutory services as appropriate
- In partnership with service users, I design, implement and review outcome focussed development plans to enable service users to achieve their identified goals. Ultimate oversight of the plans rests with Senior Community Link Workers.
- To achieve outcomes, I can employ a number of appropriate intervention strategies including positive communication skills
- Ongoing risk assessment is integral to my practice to ensure the wellbeing of service users
- I may use group work skills which bring people together in a safe environment
- I travel throughout the geographic region covered by the service as required
- I have an awareness of appropriate professional boundaries including confidentiality
- I understand the requirements of Health and Safety in the workplace and follow Support in Mind Scotland policies

#### Who I am

- I am ideally educated to SVQ level 2 or have relevant experience working in health and social care
- I can plan and prioritise my workload
- My professional self-awareness means that I can seek support and advice from my line manager appropriately and participate in supervision and support meetings positively
- I am able to liaise confidently with statutory and non-statutory agencies

- I am empathetic
- My personal and professional value base is consistent with the aims and objectives of Support in Mind Scotland
- I demonstrate genuine regard for service users and their families
- I have good I.T. skills and can produce accurate case notes
- I am enthusiastic to develop my knowledge and skills
- I can travel throughout the geographic region covered by the service as required

### **I may also have**

- Experience of working with people affected by mental or physical health issues
- Experience of community-development work
- Experience of working in a SSSC Registered Service
- A learning and development portfolio which evidences my skills and knowledge.

### **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.