



Job Description

Job Title	CARDS NHS Hospital Link Worker
Core Purpose of Job	CARDS (Community Alcohol Related Damage Service) matches volunteers, as 'befrienders', with individuals who have a current or historic relationship with alcohol that has led them to be less active in their local community. This relationship, between the individual and the volunteer, acts as the vehicle for positive health and social outcomes. The post holder will manage a varying split of outreach community development and case load management.
Organisational Position	Reports to Volunteer Co-ordinator – Responds to direction, guidance and feedback from NHS Lothian Hospital Alcohol Liaison Team
Key Outcomes A new collaborative approach between Rowan Alba and NHS Lothian supporting the Alcohol Related Brain Damage Care Pathway. This focuses on care for individuals with Alcohol Related Brain Damage who frequently present in crisis at hospital and are not accessing community support. This post of Hospital Link Worker with lived experience of ARBD to work in partnership with Alcohol Nurses to deliver information at the point of diagnosis to improve clients' understanding of ARBD and provide immediate emotional and practical support to a caseload of individuals and increase engagement with community support via our volunteer befrienders on discharge from hospital. The main client outcomes being around health and social wellbeing, preventing future crisis and most importantly through developing healthy supportive relationships that act as a vehicle for positive self-identified outcomes. This project will help share knowledge to better empower individuals with ARBD to be in control of their diagnosis and understand their condition to manage their everyday lives and alcohol use. The post will support recent evaluation outcomes of our current client base:	
1	Improved quality of life and alleviation of symptoms through acceptance of support and treatment

CARDS NHS Hospital Link Worker This version replaces any previous one October 2022

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2	Improved quality of life and alleviation of symptoms through acceptance of support and treatment
3	Improved recovery through socialisation and wider participation in society
4	Increased condition-specific support to help understand ARBD and improve day to day life skills, coping mechanisms and harm reduction techniques.
6	Access to a volunteer befriender to reduce isolation
7	Increased peer support to help reduce stigma and improve self-esteem

Authority Levels	
Financial and tangible resources	Inputting to the ongoing monitoring and reporting on service expenditure
People	CEO Staff Volunteers Leadership Team Service user group

Accountability	
Freedom to act	The hospital Liaison will have freedom to act in progressing ideas that originate from their experience in this post and in line with The NHS Lothian ARBD Care Pathway. Autonomy with decision making that keeps a balance of service user outcomes and organisational requirements at the heart of decision-making.
Risk Management	Take instruction, direction and guidance from Hospital Alcohol Liaison Staff whilst being the key communicator providing risk assessment feedback in all aspects of patient engagement and operational duties. Monitor the risk to the service and wider organisation in relation to outcome delivery and health and safety risk management. Consider the risk to yourself, service users and relevant others and communicate same in order to keep everyone safe at work. Taking part or contributing to training for volunteers around risk management
Level of problem-solving required	Review and monitor day to day practice and service delivery to ensure it remains aligned with our organisation, NHS Lothian and service user group values.

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	<p>Identify areas that pose a risk to achieving service outcomes and implement action plans to mitigate.</p> <p>Understanding the problems in society that contribute towards wider health and social inequalities.</p> <p>Balancing your own time management, case load and outcomes whilst understanding team, service and organisational priorities.</p> <p>Providing feedback in difficult and sensitive situations.</p>
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Communication	
Subject complexity and expertise	<p>Establish and develop relationships with a range of groups and individual people with a focus on maintaining the integrity of Rowan Alba Services.</p> <p>Be able to understand the need for both formal and informal relationships to develop in order to cover the scope of this project and its overall aims.</p> <p>Our main focus is to connect people at community level where organisational and national outcomes become less relevant in the day-to-day work but continue to achieve long term progress.</p>
Contact inside the organisation	<p>Service users</p> <p>Volunteers</p> <p>Staff</p> <p>Groups internal – Marketing, fundraising etc</p>
Contact outside the organisation	<p>NHS Alcohol Liaison Nursing Team</p> <p>Other Hospital Liaison Projects</p> <p>Hospital Social Work Team</p> <p>Housing Associations and CEC</p> <p>Cross Party Groups and Parliamentary committees</p> <p>Key Stakeholders</p> <p>Patient experience team</p>

Competencies required	
Core Competencies	<p>Establishing, maintaining and developing relationships</p> <p>Providing feedback and reflecting on your own practice</p> <p>Researching the wider client group needs</p> <p>Researching the hospital patient experience</p> <p>Presenting information formally and informally</p> <p>Self-managed caseloads and ability to manage competing priorities between the NHS Lothian and Rowan Alba Ltd.</p>

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The link worker will:

- Work with individuals to input into an NHS personalised support plan in collaboration with Alcohol Liaison Nurses and in response to specific neurological information from their ARBD assessment
- Input into the design of a practical support package to improve neurological outcomes for individuals on discharge. This may include clocks, calendars, memory boards and letters for GPs asking for thiamine.
- Explain CARDS support available including befriending, self-management café groups and remote art group. Work in a person-centered way to ensure clients get support that is right for them.
- Match individuals with volunteers and arrange pre-discharge introduction in hospital to create easy transition to support at home.
- Advocate on behalf of individuals with other services including Housing, Benefits, GP services when necessary to help ensure their ARBD condition is understood and supported.
- Support individuals to share ARBD information with carers or family to improve relationships.
- Co-ordinate work placements of frontline NHS staff to improve understanding of ARBD (We currently do this for paramedic trainees, but wish to open this up to more NHS staff)
- Input into redesign of our website to provide non-clinical information on living with ARBD.
- Liaise effectively with all partners to strengthen our position on Edinburgh's ARBD care pathway and raise awareness of our service, through the work we are doing in the community to support hidden clients.

Person Specification



Experience	
Essential	<ul style="list-style-type: none"> • Experience of managing caseloads and referral streams in line with commissioning services outcomes. • Experience of managing individuals (volunteers or students) in a supervisory role. • Experience of recording, monitoring and presenting data to key partners and stakeholders including external third sector and health and social care groups. • Establishing and managing new and existing relationships with key stakeholders of a project, service or organisation. • Experience of sharing data between organisations in a partnership environment. • Ability to access and manage risk and ensure a safe environment for our volunteers and service users. • Learning and communicating around individual experiences of service users / patients to contribute to wider improvement in patient experience and service development. • Problem solving with individuals' ways to solution focused action plans that will ultimately help to achieve their personal goals and reduce risk. • Understanding of what basic practical steps to take to plan work effectively, manage competing priorities.
Knowledge and understanding	
Essential	<ul style="list-style-type: none"> • Understanding of national and organisational guidance appropriate to your role (Adult Support and Protection, GIRFE and Covid 19 restrictions). • Understanding of good practice in developing healthy supportive relationships with service users. • Understanding of basic Microsoft packages word, excel, PowerPoint and office 365 and the ability to use and post on most social media platforms. • Understanding of issues experienced by vulnerable individuals who have multiple needs.

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	<ul style="list-style-type: none"> Understanding of advocacy and its role and requirement with marginalised individuals.
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Skills, education, qualifications	
Essential	SVQ Level 3 or willingness to work towards if necessary. Understanding of coaching or trauma informed practice.
	Ability to give, receive and act on feedback with a view to improving performance and achieving objectives.

This job description outlines the general ways in which it is expected you meet the overall post.

The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.