

**Caring in Craigmillar
Community Link Worker**



JOB DESCRIPTION

Post	Community Link Worker
Employing organisation	Caring in Craigmillar (CiC)
Responsible to	Organisation Manager
Contract	36 hrs per week
Salary	£31,407 – 32,978

Purpose of job:

The Community Link Worker programme is funded by EVOC and Edinburgh Health & Social Care Partnership. The principle aim is to support people to live well through strengthening connections between community resources and primary care.

The Community Link Worker (CLW) will be employed by Caring in Craigmillar (CiC), a Registered Day Service for Older People which aims to support individuals with Dementia or other long term health issues to live well and remain independent at home and in their communities in the North East area of Edinburgh. They will be one of two CLW's who work alongside the wider staff team.

The success of this post is dependent on effective joint work between Edinburgh Health & Social Care Partnership, EVOC and CiC. The post holder will be supervised by the CiC Manager with support from the North Lead for CLW Services, who will work together to ensure that the post holder is on track to meet outcomes prescribed by the Scottish Government and Edinburgh Integrated Joint Board.

The CLW will provide a person-centred service that is responsive to the needs and interests of patients, they will work across Restalrig Park and Baronscourt Medical Practices. They will support patients referred by GP's to: Identify issues affecting their ability to live well; Identify personal outcomes and priorities; Provide support to overcome barriers to achieving personal goals; Link people to local and national services and agencies.

The CLW will support Restalrig Park and Baronscourt Medical Centre staff and clinicians to have a good, up to date knowledge and understanding of local and national resources available to their patients. They will also build relationships and processes between the GP practice and community resources, statutory organisations, other health services and voluntary organisations.

Direct services:

1. Provide, through good conversations, a specialist and professional service to GP patients who may benefit from services based on a social model of health, and build non-dependant relationships and trust with them.
2. 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.
3. 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.
4. Alert GP's and/or CiC to any concerns about patient safety, child/vulnerable adult issues.
5. Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3rd sector.

Working with the GP's and the CLW Network:

1. Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues.
2. Develop excellent working relationships with all staff within Restalrig Park and Baronscourt Medical Centres and become embedded within the practice teams, ensuring that the service takes account of local demographics and particular circumstances of the practice.
3. Attend regular practice meetings to discuss and negotiate caseloads & issues of concern.
4. Work with the Community Link Worker North Lead to ensure that agreed CLW operational procedures and guidelines are adhered to.
5. Attend CLW network meetings; case review sessions and continued professional development for CLWs as required.
6. Provide appropriate feedback to the medical practices, 3rd sector organisations and other stakeholders on the challenges and achievements of the service, raising awareness of gaps in services and/or excessive demand on services.
7. Enable and support the GP practice team to build their understanding of community orientated approaches to best support their patients.

Monitoring, reporting and evaluation:

1. Maintain accurate and consistent records on each client through a quality assured case management system. This will include recording an agreed minimum core data set required for on-going monitoring and evaluation of the national Community Link Worker programme.
2. Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for on-going monitoring and evaluation of the national Community Link Worker programme.
3. Develop and deliver reports in an agreed timeously manner to enable evaluation and further learning.

Working with the wider team:

1. To participate in the day to day work of CiC as required.
2. To receive supervision by CiC Manager, discuss individual client work as required and work in accordance with the CiC policies and procedures for the protection of children/vulnerable adults.
3. To attend CiC team meetings, team building and training as required.
4. To work in accordance with CiC policies and procedures.
5. Undertake any other duties as deemed appropriate by the CiC manager. In order to ensure the smooth, safe and effective running of CiC and support people facing complex problems. The post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs of patients referred.

Additional Information

- This post is a fixed term contract, initially until 31st March 2026. It is anticipated that further funding would be sought.
- This post is subject to a PVG Check.
- Annual leave entitlement: 29 days, 6 public holidays (Total – 35 days).
- This post is subject to a 6-month probationary period.