**Community Link Worker x 2 (1 x 35 hr post; 1 x 28 hr post)**

*CVS Inverclyde is commissioned by NHS Greater Glasgow & Clyde to deliver the Community Link Worker service in Inverclyde. These posts are funded until March 2025 initially, with a view to contracts being extended in line with our commissioning/refunding arrangements.*

**Location:** The role is based throughout the Inverclyde Council area.

**Reports to:** Lead Community Link Worker

**Salary**: £29,340 pro rata + 5% pension contribution *(pay award under review)*

**Hours:**  Contract is for 28 -35 hours per week, normally within 9-5 Monday-Friday. Hours will be finalised dependent on successful candidates and service needs.

**Role**

The Community Link Worker programme in Inverclyde is funded by NHS Greater Glasgow and Clyde. Community Link Workers are based within GP Practices and they work across the community, third sector and public sector to support people to live well through strengthening connections between community resources and primary care.

Community Link Workers provide a service that is responsive to the needs and interests of GP practice populations, who are often living in an area affected by socio-economic deprivation. They will support them to identify issues that affect their ability to live well. Taking a person-centred approach, the post holder will support individuals to help patients identify personal outcomes and priorities that they would like to address, to overcome any barriers to addressing these and to link them to local and national support services and activities.

Community Link Workers support the existing GP practice team to become better equipped to match local and national support services to the needs of individuals attending for health care. They also build relationships and processes between the GP practice and community resources, statutory organisations, other health services and voluntary organisations.

**Core Duties & Responsibilities**

* Provide a specialist and professional service to people in contact with GP practice teams, who may be experiencing complex social circumstances and build non-dependant relationships and trust with them
* Enable people to identify personal outcomes and priorities to improve their health and well-being, overcome any barriers to addressing these and, where appropriate, link people to relevant local and national support services and activities.
* 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.
* Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3rd sector to ensure people are able to be supported to negotiate complex pathways.
* Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues
* Develop excellent working relationships with staff within GP practices to become a key member of the practice teams ensuring that the service takes account of the individual demographics and circumstances of the GP practice.
* Provide appropriate feedback to GP practice, 3rd sector organisation and other stakeholders on the challenges and achievements of the service.
* Enable and support the GP practice team to build understanding and implementation of community orientated approaches to best support their patients.
* Maintain accurate and consistent records on each client through a quality assured case management system and the GP practice system. This will include recording an agreed minimum core data set required for ongoing monitoring and evaluation of the national Link Worker programme.
* To proactively contribute to the delivery of the service by contributing to wider CVSI team meetings and networks, as well as dedicated CLW team meetings, development sessions and support and supervision to improve knowledge and share best practice.
* Undertake any other duties as deemed appropriate by line manager or other manager. In order to be able to effectively support people facing complex problems, the post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs.

**Generic Staff Responsibilities**

* To promote membership of CVS Inverclyde to the third sector in Inverclyde
* To work as part of the CVSI team, involving additional duties as and when required to support colleagues
* To practice & promote an equitable, accessible and non-discriminatory approach to work at all times
* To represent CVSI in relevant networks and partnerships and promote CVSI’s role, work and priorities.

**Person Specification**

Qualifications

|  |  |
| --- | --- |
| HNC and/or SVQ level 3 or above, *or equivalent experience*, in a relevant field, e.g. health, social care | Essential |
| Driving Licence and own vehicle | Essential |
| Relevant qualification in topics such as health behaviour change; motivational interviewing | Desirable |

Experience / Knowledge

|  |  |
| --- | --- |
| Extensive experience of working within social care, health or related field | Essential |
| Knowledge and experience of working with people who are experiencing complex social and emotional circumstances | Essential |
| Extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations, including the ability and sensitivity to work with vulnerable people to build trust which allows the sharing of personal information. | Essential |
| Ability to work in a fast paced environment while prioritising workload and dealing with a wide variety of issues. | Essential |
| Ability to listen, motivate and support individuals and stakeholders. | Essential |
| Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgmental | Essential |
| Demonstrable strong understanding of challenges faced by those living in areas of deprivation and an interest in health inequalities, health improvement and wellbeing. | Essential |
| IT skills including the use of Microsoft Office Suite and ability to maintain patient records. | Essential |
| Ability to work autonomously on own to plan workloads, meet deadlines and also able to work as part of a team. | Essential |
| Ability to demonstrate resilience in dealing with emotions and distress. | Essential |
| Positive outlook, self-motivated and flexible. | Essential |
| Experience of working in partnership with other local and statutory organisations. | Desirable |
| Experience of working within, or in partnership with, primary care | Desirable |
| Strong understanding and sensitivity to the needs of people who may be isolated, have long term health conditions, experiencing poor mental health or living in deprivation. | Essential |
| Skills in presenting information clearly and concisely to a variety of audiences. | Desirable |

Competencies

|  |  |
| --- | --- |
| Strategic Awareness | Level 2 |
| Quality and Change | Level 2 |
| Effective Decisions | Level 2 |
| Communication & Leadership | Level 2 |
| Partnership Working | Level 2 |
| Continuous & Professional Development | Level 2 |
| Knowledge & Skills | Level 2 |
| Delivering a Quality Service | Level 2 |
| Taking Responsibility | Level 2 |