

Position: Community Link Worker

Responsible to: Head of Community & Connections

Purpose of the Job

- To provide a person-centred service that is responsive to the needs and interests of a GP practice population
- To support those individuals to identify issues that affect their ability to live well.
- To support individuals to help them to identify personal outcomes and priorities that they would like to address, and to overcome any barriers to addressing these through linking them to local and national support services and activities in the third sector.
- To 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 will also build relationships and processes between the GP practice and community resources, statutory regulations, other health services and voluntary organisation.

Key Duties

- Through good conversations, provide a specialist and professional service to people in contact with a GP practice team, 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, to overcome any barriers to addressing these and where appropriate, to link people to relevant local and national support services and activities in third sector.
- 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.
- Encourage people to complete a wellbeing assessment, recording results.
- 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 all staff within the GP practice to become a key member of the practice team ensuring that the service takes account of the individual demographics and circumstances of the GP practice.
- Attend regular practice team meetings to discuss and negotiate caseloads, issues of concern and gaps in services and/or activities.
- Provide appropriate feedback to GP practice, 3rd sector organisation and other stakeholders on the challenges and achievements of the service.
- Liaise with the line manager, CLW Network Management Team, the Edinburgh Health & Social Care Partnership and EVOC – participating in necessary reviews, workshops, meetings and reflective practice sessions.
- 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 the quality assured case management system and the GP practice system. This will include recording agreed minimum core dataset and using outcome measuring tools.
- Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for ongoing monitoring and evaluation of the programme.
- Develop and deliver reports in an agreed timeously manner to enable evaluation and further learning.

Team Work and Behaviours

- Effectively communicate, engage and inspire staff across the projects, and foster collaboration and team work throughout the organisation, including involvement in team meetings.
- Work to Space and sector legislative, ethical, policy and procedural requirements.
- Understand the requirement for confidentiality in our work and adhere to GDPR regulations.
- Care for the work environment to promote effective and harmonious working.
- Team work including taking part in the induction of staff and supporting other team members including offering constructive challenge where appropriate.
- Nurture a culture of kindness and uphold the integrity of Space whilst living our values
- Continuously monitor your area of responsibility and identify areas for improvement and organisational learning.
- Undertake relevant Continuing Professional Development and interest in the latest relevant literature.

Line Management, Support and Supervision

- Attend regular support and supervision meetings with Space line manager and the Community Link Worker City Wide Lead.

PERSON SPECIFICATION

Skills and experience required for this post	
Recognised degree, diploma or equivalent, in community learning and development, social work or health care	Essential
Similar appropriate level of knowledge gained from significant practical work experience	Essential
Extensive experience of working within Community Learning & Development, Social Work, Health, or related field	Essential
Knowledge and experience of working with people who are experiencing complex social and emotional challenges	Essential
Experience of working with partners, community groups and individuals to engage with local communities	Essential
Experience of carrying out regular monitoring and evaluation in order to review practices and assess outcomes	Essential
Experience of networking and liaising with representatives from public, private, and voluntary sectors	Essential
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
Excellent understanding of the importance of confidentiality and appropriate information sharing and the ability to respect this in practice in relation to people supported and colleagues	Essential
Project planning, organisational and time management skills.	Essential
Ability to prepare a clear, concise and person-centred action plan which others can follow to enable support to be provided.	Essential
Ability to work autonomously, meet deadlines, plan workloads, and to work as part of a team	Essential
Knowledge and commitment to diversity and equal opportunities and ability to apply awareness of these to all areas of work	Essential
Ability to develop and maintain sound working relationships	Essential
Excellent (English) written, verbal and non-verbal communication skills	Essential
Competent with the use of Microsoft Office software - Word, Excel, Outlook, Teams	Essential
Relevant qualification in topics such as health behavioural change or motivational interviewing	Desirable
Experience of working within primary care	Desirable
Knowledge of services, groups and organisations in Central and South West Edinburgh	Desirable
Values & Personal Attributes	
Have a positive outlook, be self-motivated and flexible	Essential
Be prepared to live our values and nurture a culture of compassion and kindness	Essential
Have excellent interpersonal skills to naturally form and manage appropriate relationships with a range of people of all ages and walks of life	Essential
Be patient and respectful of all people, whatever their background	Essential