**The Health and Social Care Alliance Scotland**

**Job Description**

Job title Community Links Practitioner

**Based** Glasgow

Reporting to Senior Community Links Officer

**Key Accountabilities:**

Senior Officers

Programme Manager

Assistant Director

Chief Officers

**Key Relationships**

1:1 relationships with people who are in vulnerable situations

Primary care teams

Third sector and community organisations

Local authorities and health led services

**Purpose of the Role**

The Community Links Practitioner will provide a person-centred service that is responsive to the needs and interests of people living in areas affected by socio-economic deprivation. They will support them to identify issues that affect their ability to live well. Working collaboratively with the patient, the post holder will support them through decision making processes to help them decide upon the issues that they would like to address and help them to overcome any barriers to addressing these.

The aim of the Links Practitioner Programme is to support people to live well through strengthening connections between community resources and primary care in deprived areas in Scotland

**Responsibilities of the Role**

* Provide through good conversations, a specialist, professional and trauma-informed service to people who are often experiencing complex social circumstances, using agreed, person-centred principles, building non-dependant trusted relationships, for monitoring, auditing and evaluating programme delivery. The Health and Social Care Standards; My support, my life are the standards which will guide the CLP in their role <https://www.gov.scot/Resource/0052/00520693.pdf>
* Negotiate and support access for people to community-based services and activities that will support them to live well. At times, it might be necessary to sensitively challenge service providers for the benefit of the patient
* Build effective pathways to support and help people to navigate existing complex pathways
* Work autonomously, to manage their workload, appointments etc.
* Maintain accurate and consistent records at the pre-intervention, progress and post-intervention stages
* Deliver reports in an agreed format timeously as requested by the programme management team
* Enable and support the primary care team and wider cluster to build and maintain a comprehensive knowledge of services and activities within the local community areas
* Develop professional working relationships with all staff within the GP practice(s) to become a key member of the practice team ensuring that the service takes account of the practice profile and individual practice demographics
* Build professional working relationships and develop effective pathways to a range of service providers within the statutory/public and third sector to ensure people are able to be supported to negotiate complex pathways. The level of support will be based upon assessment of need
* Build capacity of the primary care team linking with local Health Improvement teams to adopt community orientated approaches. This will be facilitated through service improvement methodology
* Liaise with primary care teams, service providers, and programme management team as required
* Enable people to identify personal outcomes and priorities to improve their health and wellbeing, to overcome any barriers to addressing these and where appropriate, to link people to relevant local and national support services and activities
* Implement effective pathways for accessing the Community Link Practitioner service to ensure people face minimal barriers and are offered a 1:1 appointment within an appropriate timescale
* Develop groups and activities where appropriate
* To deliver Alcohol Brief Interventions and contribute towards Local Drug Partnership targets and HSCP targets
* Comply with all policies and procedures
* Undertake any other duties as deemed appropriate by line manager, 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.

**Data Protection**

In line with national legislation, and organisational policy, you will ensure that all data is processed in a fair, lawful and transparent way, for the specific registered purpose and will not allow data to be disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

**Terms and Conditions**

The post holder will be required to adopt a flexible approach to working hours as travel / occasional additional hours will be required. However, this will be reimbursed through the organisation’s Time off in Lieu scheme.

**Person Specification**

**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
* Resilience
* A solution-focused approach
* Non-discriminatory values
* Knowledge and experience of working with people who are experiencing complex social and emotional circumstances. For example, people who have social, emotional and mental health issues, complex life circumstances, experience chronic pain, drug and alcohol misuse or homelessness
* Strong understanding of the challenges faced by people living in areas of deprivation in relation to living well
* Proven and highly effective interpersonal and communication skills in working with people on a 1:1 basis and with organisations
* Excellent influencing, negotiation and motivational skills in order to engage people and to enable them to take up a wide range of community services and activities
* Excellent networking and information management skills
* Ability to manage time effectively
* Ability to effectively manage priorities
* Good understanding of data protection
* Knowledge of facilitating service improvement
* Ability to work effectively as part of a team and on own initiative
* IT skills in word processing, spreadsheets, email and the internet
* An ability and willingness to travel extensively within the local community and wider area.

**Desirable**

* At least two years’ experience of working within Community Learning and Development, Social Work, health or related field or educated to degree level or equivalent within a relevant field, e.g. community education, public health, community nursing, mental health
* Experience of working in primary care

**PVG Scheme Membership is required for this post.**