**Community Links Worker (CLW)**

**Job Description**

**Salary: £25,836 pro rata**

**Location: Stirling**

**Hours: 25 hours per week**

**PVG Required**

**Job Purpose**

An exciting opportunity has arisen to join our Award-Winning Community Links Worker (CLW) team in Stirling. We are seeking a motivated and compassionate individual to fill this post. Experience of working with people living with poor mental health is essential. As is an understanding of personal outcomes, person-centred support and trauma- informed practice.

Established in 2022 the CLW team are supported by the Clackmannanshire and Stirling Health and Social Care Partnership, and hosted by SVE (with the Clackmannanshire team members hosted by CTSI). The team have recently been awarded ‘Team of The Year’ at the inaugural VHS Community Link Worker Awards.

The Community Links Workers are based in GP practices and help people to access the wide range of local support provided by Third Sector organisations, helping them to reconnect and understand how they can improve and sustain their own health and wellbeing. The Community Link Worker will be fully integrated in day-to-day work of the practice staff to inform and provide community connections to service users; will be line managed through SVE; and will work with local volunteer Community Health Champions.

Stirlingshire Voluntary Enterprise (SVE) is Stirling's local third sector interface (TSI). TSI's exist to build empowered communities with a thriving third sector, which consists of community groups, voluntary organisations, charities and social enterprises. SVE provides services, aimed to build third sector capacity, structured around the themes of third sector excellence and resilience, social innovation, volunteering, community development and third sector involvement in community planning and decision making.

**Duties and Responsibilities**

* To support people referred by practitioners by providing signposting and helping them to access local, non-medical sources of help to enable and empower them to take control of their health and wellbeing.
* Build relationships with Practice staff, and wider NHS and health and social care colleagues to become a valued team member.
* Build trusting relationships with service users.
* Build relationships with local community groups and identify key community support that help keep people well e.g. befriending, physical activity, social opportunities.
* Develop up to date knowledge and expertise on local services and encourage groups to register on ALISS so that other service users and statutory services can easily find information.
* Manage a caseload through assessment to onward referral to community and other support.
* Raise awareness of gaps in local service provision or areas of need.
* Encourage people to volunteer as part of their health improvement/ self- management activities.
* Work with local volunteer Community Health Champions to enable deeper reach to people with the most barriers.
* Work with colleagues at SVE/CTSI to recruit, develop and support volunteer Community Health Champions.
* Contribute to and report on the CLW action plan taking the lead on monitoring and evaluation.
* Ensure that training is undertaken and welfare is maintained in discussion and supported by the Senior Link Worker.
* Establish data sharing protocols with staff and a referral process and implement good practice in record keeping and GDPR.
* Participate in the National Network for Community Link Workers in Scotland sharing examples of good practice and training.

**Person Specification**

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| **Knowledge and Qualifications** | **Desirable/ Essential** |
| Educated to SCQF Level 9 (HND) or equivalent experience.\* | Essential |
| Knowledge of health and social care policy direction and current thinking on self-management and community support | Essential |
| Knowledge of health inequalities, barriers to health and wellbeing and the wider social-determinants of health | Essential |
| Relevant training in community health promotion. | Desirable |
| Knowledge of Self Directed Support | Desirable |
| Appreciation and understanding of factors behind poor mental health | Desirable |
| Knowledge of Adult Support and Protection and safeguarding procedures | Desirable |
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| **Experience** |  |
| Experience of supporting individuals in the community by providing information, advice, signposting or health information | Essential |
| Experience of working with people with mental health issues in the community | Essential |
| Experienced in process management including confidentiality, record keeping and data protection | Essential |
| Ability to work well as part of a team | Essential |
| Experience of supporting people to set and evaluate goals and outcomes. | Essential |
| Experience supporting volunteers | Desirable |
| Experience working/ volunteering in or with a Third Sector organisation | Desirable |
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| **Skills, abilities and attitudes** |  |
| Non-judgmental and person-centred | Essential |
| Flexible in approach with the ability to form relationships with professionals, volunteers and service users | Essential |
| Understanding of importance of maintaining appropriate boundaries in working relationships | Essential |
| Excellent communication skills including effective listening | Essential |
| Commitment to advancing Equality and Diversity. | Essential |
| Competent in Microsoft Office including Word, Excel, Outlook and Teams. | Essential |
| Willingness to attend further development opportunities | Essential |
| Valid driving license with a willingness to travel, and undertake work outwith normal hours if necessary | Desirable |

\*If life has taken you on a different path and you don’t meet the minimum education qualification we would still love to hear from you if you meet the rest of our person specification.