

JOB DESCRIPTION

Bailiwick Social Prescribing Link Worker

Summary: Bailiwick Social Prescribing (BSP) is a free scheme where our Link Workers work with adults to improve their physical, mental, and emotional health and wellbeing by giving personalised support to find out 'what matters to them' and helping people to access social and community groups, voluntary organisations, and statutory services. This includes a range of activities from physical activity and art to singing and green volunteering, as well as support to find help with housing, financial worries and bereavement. BSP is delivered in partnership with all Primary Care Practices in Guernsey, Healthy Minds and over 80 community groups and organisations.

We are recruiting an additional Link Worker to join the team.

Organisation: Our mission at The Health Improvement Commission for Guernsey and Alderney LBG is to enable, empower and encourage healthy living in the Bailiwick. We are a third sector organisation commissioned to deliver actions in the States Healthier Weight Strategy, Combined Substance Use Strategy, Integrated on Island Transport Strategy and Active8 Plan for Sport, in addition to delivering Bailiwick Social Prescribing. More information about us can be found on our websites <https://healthimprovement.gg/> and <https://bsp.org.gg>.

Job Title: Bailiwick Social Prescribing Link Worker.

Reports to: Bailiwick Social Prescribing Lead.

Liases with: The post holder will work closely with clients, the Bailiwick Social Prescribing Lead and staff team and will liaise with GP practices, other charities, service providers, members of the public, States of Guernsey staff and a broad range of groups and individuals involved in the delivery of the Commission's aims.

Hours: From 22.5hrs up to 30 hours per week, subject to negotiation (we are happy to discuss flexible working).

Salary Range: £34,000 to £38,000 (Pro Rata)

Employee Benefits: these include:

- An office environment that supports our employees' health and wellbeing
- Access to Commission eBikes
- A culture that supports flexible working
- Employee pension scheme
- Wellbeing package
- The Commission is also proud to partner with the Guernsey Employment Trust's Employers' Disability Charter and Liberate's LGBTQ+ Rainbow Mark scheme

Closing Date: 19th May 2026

Job Purpose: As a Bailiwick Social Prescribing Link Worker your main task will be working directly with adults over 18 years of age giving time to find out 'what matters to them' and linking them with sources of non-medical support to improve their physical, mental, and emotional health and wellbeing. You will aim to increase people's active involvement and connection with their community, helping them to find new purpose and activities that will improve their wellbeing. You will accept and manage referrals from a range of sources and handle your own caseload. Based at the Health Improvement Commission offices, you will work in a variety of locations including meeting with clients in the community, at activities or services or in their homes when necessary.

Using person-centred and asset-based approaches such as motivational interviewing, coaching and resilience building, you will help people to overcome barriers to health and well-being by building their motivation and confidence for change. You will also help people to access local support for the wider factors which impact their health including personal finances, housing, employment, loneliness, and social isolation. Link Workers can link and/or signpost the people they work with to a wide range of BSP quality-assured local organisations and groups from physical activity and exercise to activities involving nature, arts and music, for example: volunteering with Guernsey Conservation Volunteers or participating in the Styx Singing for Health group, as well as statutory services support.

Contact: Applications (to include a covering letter and CV) should be emailed to Trish De Carteret. Informal enquiries are welcomed and may be made to Trish De Carteret (trish.decarteret@healthimprovement.gg) Telephone 01481 210482.

Main Duties & Responsibilities

1. Manage and prioritise a caseload of clients, booking appointments and understanding when it is appropriate or necessary to refer back to or on to other health professionals or agencies.
2. Engage in reflective practice and provide compassionate, client-centred support to individuals experiencing vulnerability and complex circumstances.
3. Provide adults with 1:1 personalised support, using active listening, to develop trusting, supportive relationships and exploring 'what matters to them', including the non-medical factors that shape their health and well-being (e.g. education, housing, personal finances, isolation). Working reflectively at all times with clear professional boundaries including adhering to the principle that BSP is a short-term intervention (maximum 3 months).
4. Use a person-centred approach, and motivational behaviour change techniques to co-produce a simple personalised plan to improve health and wellbeing, supporting and encouraging individuals to identify and access quality-assured community-based activities, services, groups, and/or statutory support. Review the plan with clients as they progress through BSP.
5. Meet people on a one-to-one basis or in a group setting, by phone or in person at a range of locations, primarily at KGV but including community venues and client's homes where appropriate.
6. When appropriate, accompany clients to an introductory / first session or visit to community groups, activities, and statutory services, ensuring they are comfortable and follow up as necessary.
7. Work sensitively with people to capture accurate case notes, key information and data using agreed outcome measurement tools and populate and maintain BSP data systems in line with data protection principles.
8. Develop knowledge of and positive relationships with community partners, services and groups to refer clients to and encourage and support groups to work towards BSP quality assurance standards.
9. Identify gaps in local service provision / community assets through speaking with clients and communities. Work with the BSP team to explore potential responses.
10. Work closely with the primary care practices to create a two-way working relationship, adhering to data protection legislation and data sharing agreements. Attend regular clinical review sessions with the lead professional to discuss mutual client matters. Feedback to the referring professional to ensure joint working to benefit the individual. Encourage accurate coding for Social Prescribing.
11. Engage positively in regular pastoral support (with Healthy Minds) as scheduled.
12. Champion BSP and increase knowledge and understanding of BSP and the Link Worker role amongst a range of audiences.
13. Attend and contribute to team meetings, meetings with Primary Care, Bailiwick Social Prescribing Steering Group and Commission-wide meetings.

14. Take part in Bailiwick Social Prescribing events, such as partner networking, scheme promotion or presentations.
15. Contribute to the development of the Bailiwick Social Prescribing scheme in line with the operational development plan – this may include project work and any other work as deemed appropriate by the BSP Lead.
16. Undertake continual personal and professional education and development as deemed necessary for the role.
17. Undertake any other appropriate duties that may be required by the Senior Management Team and BSP Lead in a timely manner.
18. Undertake any appropriate duties and training relevant to the role.
19. Work in accordance with the Commission’s Policies and Procedures, including upholding the values of all the Commission’s workstreams.
20. Comply with the principles contained in the Data Protection (Bailiwick of Guernsey) Law 2017 concerning improper disclosure, misuse or breach of confidentiality in respect of information held on computer systems or otherwise.

Personal Specification/Key Competencies

Criteria	Essential	Desirable
Qualifications and Training	<ol style="list-style-type: none"> 1. A good standard of education. 2. Demonstrable commitment to professional and personal development. 	<ol style="list-style-type: none"> 1. NVQ Level 3, Advanced level or equivalent qualification in a related subject, or willingness to work towards this. 2. Training in motivational coaching and/or interviewing. 3. Training in safeguarding vulnerable adults, domestic abuse, substance use, lone-working and/or mental health. 4. Related health or wellbeing qualification. 5. A background of working within health or social care.
Experience	<ol style="list-style-type: none"> 1. Experience of working in community work, health, social care or information and advice. 2. Experience in managing a case load 3. Person-centred planning. 4. Experience of supporting people with their health and well-being. 5. Experience of identifying, assessing and managing risk when working with individuals 6. Experience of maintaining confidentiality and using data protection procedures. 	<ol style="list-style-type: none"> 1. Working with vulnerable adults. 2. Lone working. 3. Working in or with the charity sector, volunteers, and small community groups. 4. Supporting people, their families, and carers in a related role. 5. Handling/storing special category data. 6. Data collection and providing monitoring information (numerical and case studies).

Abilities, Competencies and Knowledge	<ol style="list-style-type: none"> 1. Ability to manage a varied caseload. 2. Excellent interpersonal, active listening and advocacy skills, and an ability to quickly relate to people with empathy and in a non-judgmental way. 3. Ability to maintain professional boundaries in client work. 4. Ability to communicate effectively, verbally and in writing, with a range of audiences. 5. Ability to form and maintain relationships with clients, health professionals, charities, and volunteer-led groups. 6. Can demonstrate taking ownership and emotional resilience. 7. Competence using IT systems, databases, Microsoft Office, email and online tools. 8. Ability to work creatively, independently, and autonomously in a community environment. 9. Knowledge of, and ability to work to, policies and procedures, for example adult and children’s safeguarding, domestic abuse, mental health, and substance use topics. 	<ol style="list-style-type: none"> 1. An understanding of preventative approaches for improving health, and a valuing of evidence-based health improvement strategies. 2. Knowledge of behaviour change concepts and their application, including motivational techniques. 3. Understanding of the wider social, economic, and environmental factors that affect health. 4. Knowledge of community development approaches. 5. Knowledge of Bailiwick charity and community resources. 6. Knowledge of local benefit, allowances and support systems, employment, housing, and tenancy issues. <p>[Please note that training in knowledge areas will/can be provided]</p>
Personal qualities, attributes, and motivations	<ol style="list-style-type: none"> 1. A people person with excellent active listening skills and a passion to support people in a way that inspires trust, confidence, and motivation. 2. Ability to have empathy to all situations, regardless of the cause and an ability to always act professionally without judgement. 3. Ability to maintain and promote effective and collaborative working relationships. 4. Flexible and adaptable. Can work effectively, independently and as part of a small team. 5. Commitment to working respectfully with people from a diverse range of communities and backgrounds. 6. Dependable and a good timekeeper. 	<ol style="list-style-type: none"> 1. Confidence to speak to groups of people about the work of BSP, including the media as required.
Other	<ol style="list-style-type: none"> 1. Willingness to work flexible hours when required (occasional evening and weekend work) to meet work demands. 2. Access to own transport and ability to travel across the island on a regular basis, including to home visits. 3. A satisfactory enhanced level Disclosure and Barring Service check. 4. Receipt of 2 satisfactory references prior to commencement of employment. 	

Guaranteed Interview Scheme (GIS)

The Health Improvement Commission takes a positive approach to inclusive hiring. We guarantee to interview anyone with a disability whose application meets the minimum criteria for the post. By ‘minimum criteria’ we mean that you must provide us with evidence in your application which demonstrates that you meet the level

of competence required to perform the functions of the job, as well as meeting the qualifications, skills, experience and knowledge defined as Essential.

Please indicate on your Cover Letter, application, or by contacting us using the details above if you would like to apply under the Guaranteed Interview Scheme.

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