

## JOB DESCRIPTION

### Bailiwick Social Prescribing Link Worker

**Summary:** The Health Improvement Commission's mission is to empower, enable and encourage healthy lives in Guernsey and Alderney. Bailiwick Social Prescribing (BSP) is part of the Commission and is currently delivered in partnership with the Guernsey Community Foundation, IslandHealth, Healthcare, Public Health Services and the community. It is a new free scheme where our Link Workers work with adults (over 18 years' old) giving time to find out 'what matters to them', linking them with sources of non-medical support to improve their physical, mental, and emotional health and wellbeing as well as increasing their active involvement in their community, finding new purpose, and increasing social connection.

**Organisation:** The Health Improvement Commission for Guernsey and Alderney LBG. We are a third sector organisation which has responsibility for delivering health improvement actions throughout the Bailiwick. Our work focusses on five strands; Eat Well, Be Active, Healthier Weight, Substance Use & Bailiwick Social Prescribing. Visit <https://healthimprovement.gg/> and <https://bsp.org.gg> for further details.

**Job Title:** Bailiwick Social Prescribing Link Worker. The post is part-time. Initial fixed term contract until end September 2023.

**Reports to:** The Bailiwick Social Prescribing Link Worker Manager.

**Liases with:** The post holder will work closely with:

- The BSP Link Worker Manager, other BSP Link Workers and the Health Improvement Commission team
- Primary Care and Allied Health Professionals
- The community, charities, volunteer-led groups, and statutory services

**Hours:** 22.5 hours per week, subject to negotiation (we are happy to discuss flexible working)

**Salary:** £27,000 per annum pro-rated

**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 in their community, helping them to find new purpose and social connection. 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 at agreed locations in the community 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.

You will also champion the initiative and raise awareness and understanding of the BSP Link Worker role amongst range of audiences.

**Closing Date:** 26<sup>th</sup> June 2022

**Contact:** Applications (to include a covering letter and CV) should be emailed to [trish.decareret@healthimprovement.gg](mailto:trish.decareret@healthimprovement.gg)

## Key Responsibilities and Duties

1. To hold a caseload of individuals who are engaged in the Social Prescribing initiative, receiving referrals allocated by the BSP Link Worker Manager.
2. To provide personalised support to individuals, their families, and carers to take control of their health and wellbeing, live independently and improve their health outcomes.
  - a. You will develop trusting relationships and help people to feel comfortable by giving them time to tell their story and focus on 'what matters to them'. You will take a holistic approach based on the person's priorities and the wider determinants of health and use behaviour change techniques (such as motivational interviewing) to overcome barriers, set goals and motivate.
  - b. Co-produce a simple personalised care and support plan to improve health and wellbeing, introducing or reconnecting people to quality-assured community based organised and groups, and or, statutory services.
  - c. Meet people on a one-to-one basis, making home visits where appropriate.
  - d. When appropriate physically introduce people to community groups, activities, and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.
3. Work sensitively with people to capture key information and data using agreed BSP outcome measurement tools to track the implementation of BSP and its impact on their health and wellbeing.
4. As referral pathways expand, to build positive relationships that promote a two-way referral process with statutory services, other providers, charities, and groups, recognising what they need to be confident in the BSP service to make appropriate referral.
5. Work closely with the GP practice to ensure that the social prescribing referral codes are input into the patient record, adhering to data protection legislation and data sharing agreements. Also ensure that you feedback to GPs and discuss referrals and outcomes with the aim of joint working to benefit the individual.
6. Develop positive relationships with community partners contributing to our database of community resources.
7. Engage positively in regular clinical supervision (with a nominated GP) to deal effectively with the difficult issues people may present and with pastoral support (with Healthy Minds).
8. Work closely with voluntary sector partners and the BSP Link Worker Manager to encourage and support groups to work towards standards in order that they can be signposted to.
9. Work with the BSP Link Worker Manager and local partners to identify unmet needs in the community and ensure that community assets are nurtured through sharing intelligence regarding any gaps or issues identified.
10. Champion BSP and increase knowledge and understanding of BSP and the Link Worker role amongst a range of audiences.
11. Undertake continual personal and professional education and development.
12. To work in accordance with Commission Policies and Procedures.

13. To comply with the principles contained in the Data Protection (Bailiwick of Guernsey) Law 2018 concerning improper disclosure, misuse or breach of confidentiality in respect of information held on computer systems or otherwise.
14. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
15. To work flexibly to accommodate BSP and Commission continuity in circumstances such as remote working due to pandemic restrictions.

**Personal Specification/Key Competencies**

| <b>Criteria</b>                              | <b>Essential</b>  | <b>Desirable</b>   |
|--|---|--|
| <b>Qualifications and Training</b>           | <ol style="list-style-type: none"> <li>1. NVQ Level 3, Advanced level or equivalent qualifications or working towards</li> <li>2. Demonstrable commitment to professional and personal development</li> </ol>   | <ol style="list-style-type: none"> <li>1. Training in motivational coaching and/or interviewing</li> <li>2. Training in safeguarding vulnerable adults, domestic abuse, substance use, lone-working and/or mental health</li> <li>3. Related health or wellbeing qualification</li> <li>4. A background of working within health or social care</li> </ol>   |
| <b>Experience</b>                            | <ol style="list-style-type: none"> <li>1. Experience of working in community work, health, social care or information and advice</li> <li>2. Person-centred planning</li> <li>3. Experience of supporting people with their mental health</li> <li>4. Ability to identify, assess and manage risk when working with individuals including referral back to GPs or other qualified practitioners (e.g. When there is a mental health or safeguarding need)</li> <li>5. Experience of maintaining confidentiality and data protection procedures</li> </ol> | <ol style="list-style-type: none"> <li>1. Working with vulnerable adults</li> <li>2. Lone working experience</li> <li>3. Working in or with the charity sector, volunteers, and small community groups</li> <li>4. Supporting people, their families, and carers in a related role</li> <li>5. Handling/storing special category data</li> <li>6. Data collection and providing monitoring information (quantitative &amp; qualitative)</li> </ol>   |
| <b>Abilities, Competencies and Knowledge</b> | <ol style="list-style-type: none"> <li>1. Ability to manage a busy caseload</li> <li>2. Excellent interpersonal, active listening and advocacy skills, and an ability to quickly relate to people with empathy and in a non-judgmental way</li> <li>3. Ability to maintain professional boundaries in a relationship</li> <li>4. Ability to communicate effectively, verbally and in writing, with a range of audiences</li> <li>5. Ability to form and maintain relationships with health professionals, charities, and volunteer-led groups</li> </ol>  | <ol style="list-style-type: none"> <li>1. An understanding of preventative approaches for improving health, and a valuing of evidence-based health improvement strategies</li> <li>2. Knowledge of behaviour change concepts and their application, including motivational techniques</li> <li>3. Understanding of the wider social, economic, and environmental factors that affect health</li> <li>4. Knowledge of community development approaches</li> <li>5. Knowledge of Bailiwick charity and community resources.</li> </ol> |

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|  | <ol style="list-style-type: none"> <li>6. Can demonstrate taking ownership, emotional resilience, and ability to work to deadlines under pressure</li> <li>7. Knowledge of IT systems, including use of databases, Microsoft Office, email, and the internet</li> <li>8. Ability to work creatively, independently, and autonomously in a community environment</li> <li>9. Knowledge of, and ability to work to, policies and procedures, including adult and children's safeguarding, domestic abuse, mental health, and substance use issues</li> </ol>   | <p>6. Knowledge of benefits systems, employment, housing, and tenancy issues</p> <p>[Please note that training in knowledge areas will/can be provided]</p> |
| <b>Personal qualities, attributes, and motivations</b> | <ol style="list-style-type: none"> <li>1. A people person with excellent active listening skills and a passion to support people in a way that inspires trust, confidence, and motivation.</li> <li>2. Ability to have empathy to all situations, regardless of the cause and an ability to always act professionally</li> <li>3. Ability to maintain and promote effective and collaborative working relationships</li> <li>4. Flexible and adaptable. Can work effectively, independently and as part of a small team</li> <li>5. Commitment to working respectfully with people from a diverse range of communities and backgrounds</li> <li>6. Dependable and a good timekeeper</li> </ol> | <ol style="list-style-type: none"> <li>1. Confidence to speak to groups of people about the work of BSP, including the media as required.</li> </ol>        |
| <b>Other</b>   | <ol style="list-style-type: none"> <li>1. Willingness to work flexible hours when required (occasional evening and weekend work) to meet work demands</li> <li>2. Access to own transport and ability to travel across the island on a regular basis, including to home visits</li> <li>3. A satisfactory enhanced level Disclosure and Barring Service check</li> </ol>   |   |

### Guaranteed Job Interview Scheme

The Health Improvement Commission takes a positive approach to employing disabled people. 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 generally 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 using the Guaranteed Job Interview Scheme.

Our [Privacy Notice](#) can be found on our website.