



**Post: Senior Social Prescribing Link Worker**  
(based within the Rainbow Centres Community Wellbeing Service)

### Summary of Terms and Conditions

**Hours:** Full Time

**Contract:** 12 months contract in the first instance, extendable subject to funding

**Salary:** £24,000 - 25,500 + works pension and employee benefits

**Expenses:** Staff may claim travel expenses, at the agreed rate, for journeys which are necessary in the course of their work.

**Based:** across Wrexham, with offices at the Rainbow Centre in Penley, (normally includes some travel around Wrexham to deliver sessions from GP Surgeries. During Covid-19 these sessions have been delivered virtually either via video link or telephone.)

**Report to:** Operational Manager

**Supported by:** Community Wellbeing Service, Social Prescribing Team, Volunteer Coordinator and Community Agents

**Subject to:** DBS and satisfactory references

### GUIDANCE NOTES

This information is available in large print. Other adjustments to the application and interview process can be made, based on your needs.

*General Information:* Thank you for your interest in this vacancy. You will find enclosed a job description, person specification and competency profile, together with an application form.

The information you provide in your application is the only information we will use in deciding whether or not you will be shortlisted for an interview.

### **Job Description and Person Specification:**

The vacancy advertised is based on the job description which lists the main duties of the post. The person specification describes the skills, experience and knowledge we are looking for. Please read these carefully so that you know what the job involves and the range of expertise required. It is appreciated that the successful applicants will not necessarily have *all* the experience sought, but the selection process will be seeking in candidates the potential to develop any outstanding skills.

### **Short-listing and selection**

After the closing date, all applications will be considered to see how each candidate's skills and experience relate to the job requirements. Applicants who meet these requirements will be invited to attend an interview.

The interview is intended to allow the candidate to expand on his/her application and to show how far they meet the requirements of the post. Candidates will have an opportunity to ask questions about the job, The Rainbow Centre, conditions of employment, etc.

There will be a record of the assessment at interview of each candidate so that the reasons for their decision are clear, consistent and justifiable. Candidates will be informed about the outcome of the interview as quickly as possible.

All job offers are made subject to satisfactory references and an enhanced DBS check, which will be sought once an offer has been made. Once these have been received, the offer will be confirmed.

## **Senior Social Prescribing Link Worker**

### **1. Background**

#### **About the Rainbow Centre**

The Rainbow Centre is an award-winning local charity working to improve the Health and Wellbeing of our communities across Wrexham and South Shropshire.

Many of our services are delivered from our community hubs in Penley and Marchwiel. We also deliver Social Prescribing across all GP Surgeries in Wrexham and provide Community Outreach across Wrexham Maelor South.

Our Aim is to improve the health and well-being of our communities. We provide support, services and facilities that can empower people of all ages to retain as much independence as possible and enable them to access services in their locality.

We believe in a society where people have the opportunity to be treated with respect and live fulfilled lives. We promote independent living, positive ageing and have an excellent reputation for providing outstanding services.

#### **About Social Prescribing**

Social isolation and loneliness are a major public health issue, associated with higher risks of mortality and morbidity. They are linked to hypertension, depression, dementia, disability and control of weight, drinking and smoking. These effects are particularly pronounced in mental health. People with more social contacts and higher quality relationships, tend to report better mental health than those without, especially if they are also in work.

Increasing demand on the health care health system is putting the traditional model of care under increasing pressure with the need for service providers to embrace change if it is to be transformational. It is well known that within primary care around 30% of all consultations and 50% of consecutive attendances concern some form of psychological and social problem. The health and wellbeing needs of patients cannot be met by a clinical intervention alone.

Therefore, we are delivering a social prescribing scheme across Wrexham linking with all GP practices and Community Agents (who deliver outreach support to the over 50's across Wrexham).

Social Prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to non-clinical support. Recognising that people's health is determined primarily by a range of social, economic and environmental factors. Social Prescribing seeks to address people's needs in a holistic way. It aims

to support individuals to take greater control of their own health and help them to move from a state of dependence to one of independence.

We monitor the impact of our interventions and provide proactive engagement and feedback to GP practices across Wrexham.

## **2. Purpose of the Job**

- To provide support and guidance to the Social Prescribing Team members
- To assist the Operational Manager one day a week with Social Prescribing related tasks and hold a caseload on 4 days a week.
- To receive referrals from GPs and Health Professionals at the GP surgeries
- Support individuals to explore what matters to them and help them address issues that may be impacting on their health and wellbeing.
- Support the individual to make positive changes to their lives.
- Follow up appointments to support the individual to make positive changes and outreach as required.
- Refer appropriate individuals to our community agents so assist in practical solutions - advice, support, adaptations, independent living skills and social interactions.
- Provide high quality information and support and promote healthy living via access to a wide range of services.
- Develop social networks and local activities that support health and wellbeing which can be sustained by the community in the longer-term.
- Develop effective working relationships with all partners, stakeholders and local organisations.

## **Responsibilities and tasks**

- Engage face to face with service users to identify needs and appropriate interventions.
- Work in both a reactive and proactive way to support older and vulnerable people within that community.
- Help people help themselves, or one another, through initiatives that facilitate community capacity, social inclusion, strengthened community networks and sustainable caring roles.
- Establish support groups which promote better health and wellbeing.
- Help people maintain or regain independence through - living skills, adaptations and enablement approaches - Simple safeguards and new technologies - Advice, information and advocacy regarding appropriate housing and support.
- Engage with the service user in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high quality customer service at all times.

- To be aware of the particular needs of the client group including those unable to access services directly and to refer these clients onto other services effectively.
- Access and accurately maintain electronic/hard copy client records, calls and referrals ensuring compliance with the Data Protection Act,
- Use IT equipment appropriately and effectively.
- Effectively promote of the 'Community Wellbeing Service'
- Maintain a database of clients to assist with the monitoring of outcomes of the service.
- Adhere to all health and safety requirements both in the home and in the communities taking reasonable care not to do anything that may endanger yourself or others.
- Supporting the evaluation process including preparing monthly reports on service statistics including case studies and examples of interventions.
- Support colleagues by discussing cases.
- Support the Operational Manager with project related tasks.
- Support setting up groups if we identify a gap in local services, with support from the Community Agents.

#### **Other duties**

- Carries out additional tasks that may be required from time to time to achieve agreed service outcomes.
- Undertakes continuous professional development and training, constructively participating in meetings, supervision and other events designed to improve communication and assist with personal skills development within the role.
- Ensures that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Maintains confidentiality of all information and records relating to the work of The Rainbow Centre and work undertaken for monitoring and evaluation purposes.

### 3. Person Specification

	<i>Essential</i>	<i>Desirable</i>
<b>Experience</b>		
Experience in supporting people to improve their health and wellbeing and in making positive behavioural changes	✓	
Experience of providing information to members of the public using active listening skills	✓	
Experience in using Word, Excel, Access, Outlook and Powerpoint to organise and communicate effectively	✓	
Experience of working with other health professionals		✓
Experience in Motivational Interviewing, Active Listening and/or Health Coaching	✓	
Experience of supporting adults to deal with life challenges	✓	
Experience of supporting colleagues or management experience	✓	
<b>Skills &amp; Abilities (see competency profile)</b>		
Caseload Management / Delivering Quality - highly organised, self-motivated and able to manage workload	✓	
Managing complexity	✓	
Non judgemental, positive in outlook	✓	
Customer service and desire to support people	✓	
Team working	✓	
Self awareness with effective communication and interpersonal skills	✓	
Adapting to change	✓	
Confident decision making	✓	
Professional competence	✓	
<b>Knowledge &amp; Qualifications</b>		
Knowledge of how lifestyle can impact on health	✓	
Knowledge of local area and services available to adults across Wrexham		✓
Knowledge of safeguarding issues for vulnerable adults.	✓	
A recognised Counselling, Motivational Interviewing, Social Work qualification (or similar qualification or experience)		✓
<b>Other Requirements</b>		
Willingness to undergo necessary training and development	✓	
Capacity to travel across Wrexham	✓	
Willingness to work outside normal office hours when required	✓	
Subject to an enhanced DBS Check	✓	

#### **4. Social Prescribing Link Worker– Competency Profile**

The following competency profile will be used in recruitment, assessment, selection, development of the Social Prescribing Link Worker.

##### **Task competencies**

###### **Caseload Management / Delivering Quality**

- ✓ Maintain client files following quality advice standards.
- ✓ Captures data so that external quality standards are met.
- ✓ Abides by relevant policies and procedures, being particularly mindful of safeguarding issues.
- ✓ Proactively identifies improvements that can be made.
- ✓ Pays attention to detail.
- ✓ Clear on what is needed and gets things done.
- ✓ Uses resources efficiently.

###### **Managing Complexity**

- ✓ Gathers information from a broad range of sources.
- ✓ Focuses on practical solutions.
- ✓ Picks up new information quickly and understands the implications for the Rainbow Centre.
- ✓ Effectively negotiates to ensure the work is completed.

##### **People competencies**

###### **Customer Service**

- ✓ Knows and communicates what The Rainbow Centre and other local organisations can offer.
- ✓ Adopts different communication methods according to need.
- ✓ Builds listening and responsive relationships with customers and partner organizations.
- ✓ Understands and values people with different skills and from different social and cultural groups.
- ✓ Summarises complicated issues in accessible ways.
- ✓ Communicates well in writing and in person.
- ✓ Challenges discrimination and barriers to access.

###### **Team Working**

- ✓ Respects and supports members of the team.
- ✓ Listens carefully, asks questions and offers constructive views.
- ✓ Sensitive to group dynamics.
- ✓ Shares information openly and appropriately.
- ✓ Willing to offer help and support to others.

##### **Self Management**

###### **Self Awareness**

- ✓ Identifies sources of personal stress and acts to minimize them.

- ✓ Effectively balances work and personal life.
- ✓ Recovers quickly from setbacks.
- ✓ Confident and knowledgeable about own strengths and cultural identity
- ✓ Seeks advice, feedback and help from others.
- ✓ Identifies new skills and knowledge needed to move forward.

### **Adapting to Change**

- ✓ Approaches new tasks with energy and enthusiasm.
- ✓ Remains positive and optimistic in times of change.
- ✓ Open minded and supportive of new ways of doing things.
- ✓ Recovers quickly from setbacks.
- ✓ Relates existing knowledge and skills to new problems.
- ✓ Willing to replan at short notice.

### **Confident Decision Making**

- ✓ Acts consistently and with integrity.
- ✓ Refers decisions upwards when appropriate.
- ✓ Maintains confidentiality.
- ✓ Decisions are transparent.
- ✓ Undertakes tasks independently and with confidence.
- ✓ Prepared to act decisively.

### **Professional Competence**

- ✓ Seeks professional development.
- ✓ Respected within, and beyond, the team for their skills and knowledge.
- ✓ Aware of sources of information and services – locally, regionally and nationally.