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| **JOB DETAILS**  Job Title: Link Worker  Level: Link Worker Coach  Salary: £20,542.80  Hours: circa 22.5 hours per week  Contract: Fixed term for 12 months  Location: South Tyneside  Accountable to: Locality Lead or Cluster Lead (depending on role) |
| **ABOUT FIRST CONTACT CLINCIAL**  At First Contact Clinical our common purpose is to enable healthy change in the people and places it is needed most.  Our philosophy is that our culture and our leadership behaviours mirror the way in which we support the people we work with. Our desire is to make a real difference to our staff, supporting them to become more aware, more responsible and have a powerful sense of purpose in their work. If you, like us, believe that this approach leads to growth in performance, a growth in learning and a growth in job satisfaction then we want to hear from you.  The beliefs and values we share with you guide your behaviours along with our shared understanding of how we achieve our common purpose, which is that:  We recognise that our people are our biggest assets. We invest time in better health at work activities and actively encourage our staff to develop and share their wellness action plan. Our flexible working scheme supports you to attend the important appointments in life and get the job done.  We continue to develop our values-based recruitment processes to ensure we attract staff with the right mindset and attitude to support us to achieve our common purpose. We invest in training and continuous development, working collaboratively to develop our ‘ambition programme’ that supports us as individuals and as a team to continue to grow from ‘good to great’. Our ambition programme provides a blended set of learning opportunities that support self-directed, personal development in line with our competency framework.  We build strong relationships with our partners and embed within the neighbourhoods we support. Our offer is a key component of the personalised care agenda. Personalised care is everyone’s business, providing more options, better support and joined up care at the right time. We offer a holistic approach to health and wellbeing, supporting people to stay well for longer, maximising their potential and that of their families and local communities to affect better health and wellbeing outcomes. We support people with choice and control over the way their care is delivered, based on ‘what matters’ to them and their individual strengths, needs and preferences.  We strive to make continuous improvement an everyday part of what we do and our staff are empowered to lead on our improvement agenda by adopting our easy to use Quality Improvement Framework. We believe that through the use of good quality, time-based, data and personal goal setting that aligns team, locality and organisational goals our performance will continue to improve.  We share a passion to enable healthy change, which means that you will see and experience behaviours that demonstrate our values lived out every day. Our values have remained the same since we began in 2008. |
| **LOCALITY**  **SOUTH TYNESIDE**  First Contact Clinical deliver personalised care through Social Prescribing, Health Coaching and Care Coordination to the residents of South Tyneside. We deliver this through a number of different contracts:   * The A Better U Coaching Service is commissioned by the CCG to provide personalised care to people with COPD, Diabetes and / or cardio vascular disease. This is a payment by results contract * The CCG commission access to personalised care to the integrated care teams across the borough * The CCG fund access to personalised care to high intensity users of secondary care services such as A&E * The South Tyneside Health Collaborative commission FCC to employ a team of Social Prescribing Link Workers, Health and Wellbeing Coaches and Care Coordinators on behalf of the local Primary Care Networks (PCN). The scope of these roles is agreed at a PCN level and the focus is around the holistic needs of the population.   Our teams are organised into clusters within each PCN, each cluster serving 3 or 4 practice populations. Each cluster has a nominated team lead whose role it is to provide line management support to their peers; the teams range from 3 to 5 staff members. The Locality Lead provides line management support to the six cluster leads. As a Link Worker you may be appointed as a cluster lead.  Through these services, we give individuals the time and space needed to talk about what matters to them. Appointment length, frequency and duration are not limited.  We use the Patient Activation Measure (PAM), where appropriate, to understand a person’s level of activation. Patient activation describes people’s skills, knowledge and confidence to manage their own health care (self-manage, or self-care). |
| **SPECIFICS OF THIS ROLE**  The Northumbria Violence Reduction Unit has commissioned First Contact Clinical to employ a Link Worker in South Tyneside to predominately support 18–25-year-olds who are at risk of losing their housing tenancy due to anti-social behaviour or more serious issues. These individuals may be known to other agencies such as Northumbria Police and may not be effectively engaging with support services.  The worker will:   * work alongside partners such as South Tyneside Council, South Tyneside Homes and Northumbria Police * provide individual, personalised, long term, often intense support, to a small cohort of individuals who will often have complex, entrenched behaviours * support the individuals to address the issues that are important to them with a focus on behaviour change and positive health and wellbeing * enable the cohort to have a voice in the services and care they receive * act as the bridge between individuals and services * train/mentor/coach South Tyneside staff in psychosocial interventions * coordinate and share the learning of this role with key partners, with a view to exploring co-design of future services and systems change   Therefore, alongsideour usual ask of a Link Worker Coach we are looking for someone with experience or a passion for working with younger people (age 18-25 years) and/or individuals engaged in anti-social and/or offending behaviours. In addition an ideal candidate would also have knowledge/experience of working in the housing sector, preferably in South Tyneside. |
| **JOB PURPOSE**  Provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes, as a key member of a multi-disciplinary team. Develop trusting relationships by giving people time and focus on ‘what matters to me’. Take a holistic approach, based on the person’s priorities and the wider determinants of health. Co-produce a simple personalised care and support plan to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services. The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by individuals on the caseload. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person’s needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.  Alongside other members of a multi-disciplinary team, work collaboratively with all local partners to contribute towards supporting the local VCSE organisations and community groups to become sustainable and that community assets are nurtured, through sharing intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities.  Social prescribing link workers will have a role in educating non-clinical and clinical staff within multi-disciplinary teams on what other services are available within the community and how and when patients can access them. This may include verbal or written advice and guidance.  Provide psychosocial interventions to people identified through to support them to develop the knowledge, confidence and skills to manage their health and the impact it has on their day to day life. |
| **MAIN DUTIES**   * To work as part of a multi-disciplinary team to develop a Person Centred, Community Based Behaviour Change Service in South Tyneside * To provide coaching, establishing what matters to people and support them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage * To provide holistic care to a case load of people, providing personalised psychosocial interventions including, but not limited to, agenda setting, problem solving, motivational interviewing, solution focussed approaches, goal setting and signposting * To lead in removing potential barriers and stigma associated with the targeted groups to promote equality, diversity and safeguarding system-wide * Act as an advocate for the patient, guiding them through a complex journey and multi-faceted approach that results in appropriate use of scheduled and unscheduled care services * Develop robust and active links with multi-disciplinary teams and connect well with other partners. * A further element of the role would be coordination, sharing and learning of the work with colleagues to promote safe practice and sustainability * Promote the early identification, adoption and spread of new ideas that are robust enough to remain in practice * To enthusiastically implement a biopsychosocial framework * Have an understanding of the different models of patient engagement such as patient activation and health literacy, and confidently use person-centred outcome measures of these * To deliver face to face sessions, telephone sessions and group programmes * To understand the boundaries of coaching and ability to identify and act accordingly when coaching is not appropriate and being able to sensitively discuss alternatives or escalate appropriately * To actively engage in supervision and training with a commitment to personal development * To line manage a cluster team. This may include supervision, collaborative case reviews, analysis of caseload size and activities, performance management and promoting our culture of continuous improvement. * To facilitate group sessions, confidently managing group dynamics, and promote mutual aid, where appropriate * To be familiar and up-to date with the wider offer from local or national health, social care and voluntary sector organisations, as relevant to people * To ensure accurate reporting and data collection, where appropriate * To work unsupervised in a manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries * To contribute to the monitoring and implementation of all policies and systems as they relate to service delivery, in particular: Health and Safety, Safeguarding, Vulnerable Adults and Lone Working * To be professional with people, colleagues, volunteers and professionals at all times * Have an understanding of the evidence base around self-management support and person-centred care * To undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required * To ensure regular review of risks and issues that could impact on individual care and wider service delivery * To adopt our quality improvement methodology and seek to continuously improve our systems for the value of our clients * Contribute to the development and delivery of our high-quality behaviour change training programmes. * To contribute to the company’s marketing, promotion and publicity   This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.  See our competency framework for skillset and mindset required for the role  Our Social Prescribing Link Workers and Health and Wellbeing Coaches complete our accredited Health Coaching skills programme, creating dual roles that work to agreed competencies |