



Ageing Better Social Prescribing Worker

Job Description:

Responsible to: Programme Manager

Hours: 36.5

Location: Middlesbrough

Salary: £25,095

Holidays: Starting at 26 days per annum plus public holidays

Disclosure: This position is subject to a 26-week probationary period, satisfactory references, Mind's policies on Safeguarding of Children and Young People and Vulnerable Adults and an enhanced DBS check and subsequent re-checks.

Job Purpose:

To develop and deliver a Social Prescribing service in partnership with Linthorpe Surgery that supports patients aged fifty or over to take control of their wellbeing and live happier, healthier lives.

Main Duties

Development

To work in partnership with Linthorpe Surgery to develop the project including:

- Utilising patient data to target specific cohorts of older people
- Developing referral processes with surgery staff
- Developing and piloting new systems and ways of working in partnership with Linthorpe surgery which support the project to achieve its aims
- Supporting the development of data capturing systems

Delivery

1. proactively engage people into the service using a variety of approaches, including receiving direct referrals from GPs, sending emails and contacting people directly over the phone.
2. deliver a service that is flexible, person centred and focuses on people's strengths and personal goals
3. To use informal and flexible approaches to assess the needs and strengths of individuals
4. Co-produce a personalised support plan with the person to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services.
5. Where people may be eligible for a personal health budget, help them to explore this option as a way of providing funded, personalised support to be independent
6. deliver a range of interventions depending on individual need including;
 - Support to engage in community groups and activities, including activities which promote citizenship and involvement
 - Emotional support including support to develop effective coping strategies (working therapeutically)
 - Support to better manage or improve their physical health
 - Support to regain or maintain relationships with friends and family
 - Support to develop more confidence and a greater ability to gain choice, control and responsibility in their lives
 - Support to engage with appropriate specialist support or advice services
 - Supporting people to engage with other Ageing Better projects
7. To use person centred approaches to assess and manage risk and vulnerability with beneficiaries, in line with Middlesbrough and Stockton Mind's policies and procedures and in partnership with Linthorpe Surgery.
8. To work collaboratively with beneficiaries towards a planned end set of goals and their exit from the service

9. To gather and record outcomes with individuals, using an agreed outcome measurement tool and electronic database/case management system
10. To work closely with Linthorpe practice to ensure that social prescribing referral codes are inputted to SystemOne and that the person's use of the NHS can be tracked, adhering to data protection legislation and data sharing agreements.
11. To involve people who engage with the project in co-production where possible
12. To engage with processes to capture, understand and learn from the feedback provided by beneficiaries of the project
13. Build relationships with key staff in the GP practice, attending relevant meetings, becoming part of the wider team, giving information and feedback on social prescribing.
14. Be proactive in developing strong links with all local agencies to encourage referrals, recognising what they need to be confident in the service to make appropriate referrals.
15. Provide referral agencies with regular updates about social prescribing, including training for their staff and how to access information to encourage appropriate referrals.
16. Seek regular feedback about the quality of service and impact of social prescribing on referral agencies.

Other Responsibilities

1. To work within the values, beliefs and policies of Mind always and to promote these to service users, carers and other stakeholders
2. To take part in line management supervision, clinical supervision and appraisal as required
3. To ensure any information processed for both service users and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Middlesbrough and Stockton Mind's Confidentiality Policy
4. To have a duty and responsibility for personal health and safety and the health and safety of colleagues, service users and visitors
5. To attend training and events as required

6. To undertake other tasks commensurate with the position as required

Person Specification

Qualifications

Level 3 health and social care qualification or equivalent experience.

Experience

- Project development
- Developing and designing new systems and processes
- Close partnership working with other organisations/services
- Engaging and working with hard to reach individuals with complex needs
- Using different approaches to assess individual needs
- Working with people in a person centred, strength-based way
- Working independently in the community
- Using outcome measurement tools with individuals
- Engaging with older people who are lonely and isolated
- Direct personal experience of mental distress, either as a user of services, through personal self-management, or as a carer (desirable)
- Working closely with or within primary care settings (desirable)

Skills

- Well-developed skills to communicate effectively, orally and in writing, complex or sensitive information to beneficiaries, their families, carers and other professional colleagues
- Able to use different approaches to assess individual needs and make appropriate decisions collaboratively with people about their support
- Clinical risk assessment and risk management skills
- Able to develop good therapeutic relationships with beneficiaries
- Excellent relationship building and influencing skills
- Ability to work under pressure

- Ability to manage own caseload and varied workload and prioritise effectively
- Ability to work with minimum supervision, use own initiative & make appropriate decisions
- Computer literate

Knowledge

- The barriers and difficulties faced by older people who are lonely and isolated
- The structures and systems within primary care and secondary care health settings (desirable)
- A range of emotional, social and vocational interventions and techniques
- The community and specialist services and support available to people in Middlesbrough (desirable)
- Knowledge of child and adult safeguarding issues and other relevant legislation
- Local geographic knowledge of Middlesbrough and its communities (desirable)

Other Requirements

- Caring, compassionate and person-centred approach
- Recovery focused, promotes independence & sense of personal control
- High level of enthusiasm and motivation
- Ability to use supervision and personal development positively and effectively
- Regard for others and respect for individual rights of autonomy and confidentiality
- Ability to be self-reflective, whilst working with beneficiaries, & in own personal and professional development and in supervision
- Car driver and use of own transport for work purposes
- Commitment to Mind's values and objectives
- Experience of working with diverse communities and within a multicultural setting
- Ability to work hours in a flexible way, including occasional evenings and weekends to meet the needs of the service