



SOCIAL PRESCRIBING FACILITATOR COMMUNITY CONNECTOR SERVICE

5 year fixed term contract

37 hours per week (possibility of Job share)

Scale 4 (£17,772 - £20,138)

Would you like to make a real difference to the health and well-being of local people? Are you self-motivated, enthusiastic and a committed individual whose passion is to support individuals to improve their wellbeing? Do you have a positive 'can do' attitude and a desire to develop the community connector service within our GP practices as well as within communities?

Do you have the knowledge and understanding of the health issues in the Forest of Dean and what is available locally to support people? Can you form relationships with GP practices, patients, local Voluntary community and social enterprise organisations and service providers?

If you can answer 'yes' to these questions, why not use your skills to improve the health and well-being of others in the Forest of Dean through our Community Connector service.

You will be working in a small team, where the post has been made possible by partnership funding.

The main purpose of the role is to deliver, monitor and develop the various referral and signposting programs and connect people to local support to improve wellbeing and reduce social isolation.

You will need to have a full driving licence and have access to your own vehicle as you will be expected to travel between GP practices and community venues in the Forest of Dean locality.

We're becoming Publica

It's a busy and exciting time for us. In addition to recruiting some great new people, we are currently making preparations for becoming Publica which will launch in the Autumn.

What is Publica?

Publica is a newly established company with a ground breaking approach to delivering high quality services to our local communities on behalf of the Councils it serves. It has been set up by and is publicly owned by four councils: Cheltenham, Cotswold, Forest of Dean and West Oxfordshire (currently known as the 2020 Partnership) with the objective of delivering services to the public more efficiently. Employees from Cotswold, Forest of Dean and West Oxfordshire District Councils will transfer to the Publica Group of companies in the autumn. The rights of employees transferring to Publica will be protected under TUPE.

For an informal discussion regarding the post, please contact our Community Engagement Manager, Tess Tremlett on 01594 812382 or Gary Deighton our Healthy Lifestyles Co-ordinator on 01594 812399.

Appointment is subject to satisfactory references, medical clearance and an enhanced Criminal Records Bureau disclosure.

To download an Application Form, please visit our Job Vacancies page at www.cotswold.gov.uk or alternatively email vacancies@cotswold.gov.uk. Please return completed Application Forms to vacancies@cotswold.gov.uk

Closing date: 11 September 2017 4 pm

Interview date: 21/22 September 2017

Job Description & Person Specification

Job Title:	Social Prescribing facilitator (Community Connector Service)
Salary:	Band 4 Salary £17,772 - £20,138
Hours of Work:	37 hours per week (Would welcome job share) <i>Some evening and weekend work may be necessary to carry out the duties of this post.</i>
Term:	Fixed term 5 years (<i>with possible option for 2 year extension subject to commissioning</i>)
Responsible to:	Healthy Lifestyles Co-Ordinator

Job Purpose:

The role of a Social Prescribing facilitator in the Forest of Dean is to support the provision and development of Social Prescribing within a locality, in collaboration with primary care practices, Integrated Community Teams (ICTs), staff from community hospitals and voluntary sector providers and community groups.

Social prescribing is aimed at people who are frequent attenders in primary care but who may have minimal health needs, those with well managed long term conditions, people in vulnerable at risk groups, people with chronic physical illness and people with mild to moderate depression and anxiety.

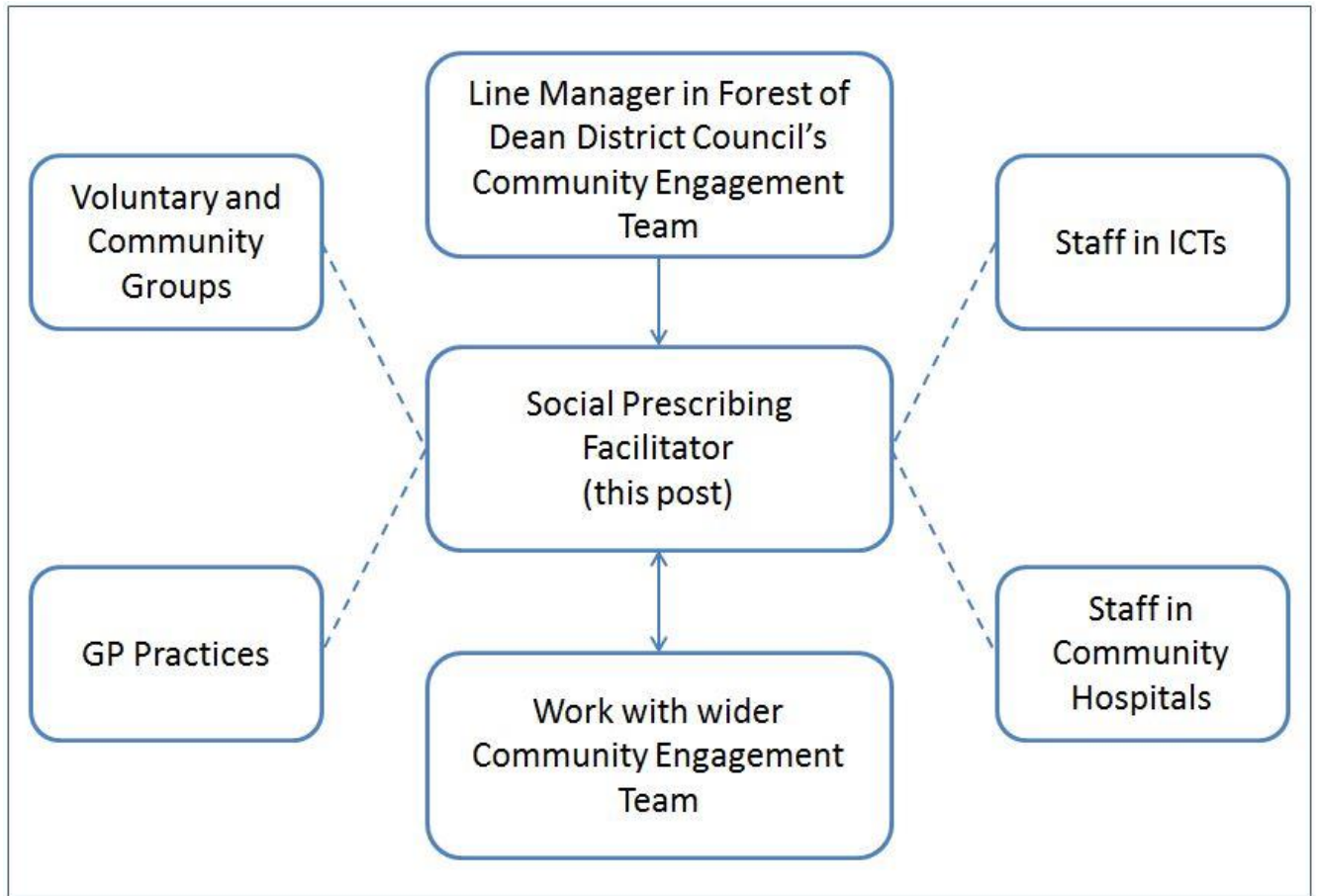
The post holder will have two key roles.

- 1) To meet individuals on a one to one basis to help them identify their health and well-being goals and to locate resources such as voluntary groups, support groups and activity clubs within their community that can assist the individual to achieve those goals. This requires the post holder to gather information and to understand what resources are available within the community and to sign post or refer people to these resources.
- 2) To provide further one to one support for some individuals who require it and for whom one to one support is not already available from other services. This will involve using a range of behavioural change techniques such as motivational interviewing and strengths based approaches to determine the skills and interests of the person and working within the community and networking with voluntary and support services to enable individuals to engage with such resources as relevant.

The post holder will also work closely with health and social care providers to maximise the individual's potential to reduce unwanted and untimely admission to care facilities and reliance on statutory services.

Organisational Structure:

Example: (Forest of Dean Locality)



Interdependencies for example the Clinical Commissioning Group's cultural commissioning programme, health improvement services commissioning by GCC Public Health, The Care Act and, personal health budgets.

Main Duties and Responsibilities:

1. To provide face to face sessions with patients in General Practice and to build relationships with staff from community hospitals and Integrated Community Teams (ICTs), so that staff are familiar with the concept of social prescribing, understand how to access social prescribing and feel confident to do so.
2. To ensure a voluntary and community sector perspective is taken into account in the multi-disciplinary assessment of needs and care planning of people referred to social prescribing, aligning to the Care Act.
3. To work with the person (and their family or carer where appropriate) and voluntary sector providers to identify suitable services for a person beyond statutory health and social care services, either through direct referral or signposting.
4. To carry out one to one support where appropriate for a person, to plan a relevant package of services/activities that improve their ability to self-care.

5. To work with individuals to develop a personalised plan (where appropriate) that enables the person to set goals and better manage the social, emotional and physical impacts of their conditions.
6. To work with individuals' to improve their confidence, knowledge and skills to self care. This will include motivating people to self-manage using targeted approaches and structured support; helping people to monitor their symptoms and know when to take appropriate action; and promoting healthy lifestyles.
7. To forge strong links with local voluntary sector providers of health and well-being activities to promote access to services for people.
8. To work closely with health and social care teams, attend relevant meetings and provide information and feedback on social prescribing.
9. To encourage a culture of positive risk management amongst health and social care professionals and patients to maximise independence and choice.
10. To work with existing organisations to access information on local and national events, provider visits and specialist clinics that may be relevant to people referred to social prescribing.
11. To access up-to-date information on a range of self-care resources and provide advice and support to voluntary sector providers on their utilisation
12. To collect and report on data enabling evaluation of the progress and outcomes of patients referred through social prescribing, and the impact of voluntary sector services involved in the project.
13. To report on any gaps in community resources that become apparent when carrying out social prescribing.
14. To support voluntary sector organisations to develop new community-based programmes and activities which aim to improve health and well-being and promote self-help.
15. To maintain satisfactory records of all work undertaken in line with information governance policies and procedures, contributing to the collection of monitoring information and preparation of progress reports.
16. To act on all safeguarding concerns about individuals in accordance with the latest local procedures.
17. To identify and undertake continual personal and professional development.
18. To undertake any roles or tasks that are consistent with the level of the post and fall within the scope of the role thereby ensuring that the overall business and operational priorities of the project are delivered in a timely and effective manner.

Whilst every effort has been made to outline all the main duties and responsibilities of the post, the role of a social prescribing facilitator is an ever evolving role and may get updated as the service and role develop.

Corporate Information (not to be removed or altered):**Equality & Diversity**

The organisation is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

Health & Safety

The organisation recognises its duties under the Health and Safety at Work Act 1974 to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All staff under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

Risk Management

All staff will follow risk management policies and procedures at all times. All staff are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to your manager / supervisor at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance. All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All staff must use the safety equipment provided, and report any defects to their manager. You must attend risk management training as directed by your manager. If you are a manager or have line management responsibilities for staff, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

Protection of Children and Vulnerable Adults

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the organisational procedure for raising concerns about the welfare of anyone with whom they have contact.

The organisation believes that it is always unacceptable for a child, young person or vulnerable adult to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all, by a commitment to practice which protects them.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the organisation to provide high quality services.

Infection Prevention and Control

The organisation is committed to reducing Healthcare Associated Infection. All employees are expected to comply with Infection Prevention and Control Strategies. All organisation staff are responsible for protecting themselves and others against infection risks and ensuring a clean safe environment is maintained. All staff regardless of whether clinical or not are expected to comply with current infection

control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the organisation.

Policies and Procedures

Employees are expected to follow organisational policies, procedures and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the staff intranet or external website or via your manager. The organisation operates a policy which promotes a smoke free environment.

Appraisal and Personal Development

The organisation is committed to lifelong learning for all staff and has put in place an appraisal and development infrastructure. All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs in order to meet the agreed performance standards.

Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual. The post holder must adhere to information governance policies and procedures including the Data Protection Act, Caldicott principles, NHS Code of Confidentiality, Records Management, NHS Code of Practice Parts 1 and 2. Managers have a responsibility to ensure that their staff are equipped with the necessary tools to use in the implementation of information governance.

Records Management

The post holder has a responsibility to adhere to the standards defined within policies in the creation, use, closure, retention, and disposal of records. The types of record held may consist of patient or staff records, administrative records, photographs, microfiche, audio and tapes, e-mails, electronic and scanned records and text messages.

Data Quality

The organisation is committed to producing relevant and reliable data and information to support decision making, manage performance and provide evidence to demonstrate compliance with CQC standards. The post holder is responsible for ensuring any data and information recorded by the individual complies with the Data Quality Policy.

Partnership Working

The organisation is committed to partnership working and staff involvement, underpinned by the values of openness, trust, staff involvement, development, diversity at work, commitment to modernisation and delivering the highest standards of performance.

Equal Opportunities

The organisation is committed to respect for others (staff and patients), equality of opportunity and diversity in the workplace. All managers and staff must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

Financial Instructions

Budget management and control is an element of each member of staff's job description where they are designated as being budget holders. The post holder must comply with the Financial Standing Orders, Standing Financial Instructions and Scheme of Delegation as appropriate to this role.

Person Specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Personal Skills/Characteristics	Essential	Desirable	Method of Assessment
Experience			
Experience of working directly in an adult health and social care, public health, or community development context	✓		AF/I/R
Experience of working within or with the voluntary and community sector in a paid or voluntary capacity	✓		AF/I/R
Experience of monitoring and evaluation and data collection		✓	AF/I/R
Experience of building relationships and working in partnership with a variety of organisations and individuals	✓		AF/I/R
Qualifications & Training			
NVQ Level 3 or equivalent	✓		AF/C
Experience in a related post and able to demonstrate competence to undertake the duties required.	✓		AF/I/R
Ability to demonstrate continuous improvement and self-development.	✓		AF/I/R
Training in behavioural change technique such as motivational interviewing or equivalent experience	✓		AF/R/C
Special Skills/Knowledge			
Some knowledge of health promotion and self-care principles		✓	AF/I/R
Knowledge of the wider determinants of health, including social, economic and environmental factors		✓	AF/I/R
Understanding of issues around mild to moderate mental health needs		✓	AF/I/R
An understanding of community development approaches to health		✓	AF/I/R

and wellbeing issues			
Ability to express oneself effectively verbally and in writing at a range of levels and with a variety of partners and stakeholders		✓	AF/I/R
Knowledge and ability to utilise IT systems including word-processing skills, email, Internet use.	✓		AF/I/R
Knowledge of voluntary and community services in the Forest of Dean and/or how to find out about local services and how to support people to access them	✓		AF/I/R
Understanding of personalisation and the skills required to support self-care		✓	AF/I/R
Personal Qualities			
Ability to maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals.	✓		AF/I/R
Ability to motivate and influence others.	✓		AF/I/R
Proven ability to interact with people in a way that inspires trust and confidence	✓		AF/I/R
Energy, commitment and ability to lead and finish work.	✓		AF/I/R
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.	✓		AF/I/R
High level of written and oral communication skills.	✓		AF/I/R
Ability to work flexibly and enthusiastically within a team or on own initiative.	✓		AF/I/R
Knowledge of and ability to work to policy and procedures	✓		AF/I/R
Personal Circumstances			
A satisfactory criminal record	✓		AF/ CRB
Willingness to work flexible hours when required to meet work demands.	✓		I
Other Requirements			
Access to own method of transport to be able to travel across the locality on a regular basis.	✓		AF / I

Key: AF = Application form. I = Interview. R = Reference. C = Certificate. CRB = Criminal Records Bureau Disclosure