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| **JOB TITLE:** | Lead Social Prescriber |
| **SUMMARY OF ROLE:** | The main purpose of this post is to lead a team, and participate, in delivering a Social Prescribing Service to the patients within the Beacon Medical Group Primary Care Network. In a lead role you will work to ensure services link and support one another, organising and coaching the PCN Social Prescribers and Trainee Social Prescribers in your team to work closely with the VCSE, whilst focusing on specific areas of need and specific patient cohorts.  The Lead Social Prescriber will lead the daily activities undertaken by the social prescribing team, providing a robust training programme to support the development of staff new to role, as well as providing ongoing support and mentorship for members of the team.  Social prescriber link workers work alongside a team within general practice and within the Primary Care Network (PCN) and empower people to take control of their health and well-being.  A referral to a non-medical ‘link worker’ is designed to support patients in being able to take a holistic approach, connecting people to community groups and statutory services for practical and emotional support.  The post holder will be an integral part of the general practice team, working in each practice and across the PCN, as well as part of a wider community groups and their multidisciplinary teams. A SPLW supports existing groups to be accessible and sustainable and helps people to start new community groups, working collaboratively with all local partners. |
| **SALARY:** |  |
| **HOURS OF EMPLOYMENT:** |  |
| **PLACE OF WORK:** | Multi-site working |
| **APPOINTMENT:** | Permanent |
| **ACCOUNTABLE TO:** | GP Clinical Lead; Beacon Medical Group Board, Operations Manager and Deputy Operations Manager. |

**Key responsibilities:**

This is an innovative role designed to work in an outcome focused way to improve people’s quality of life, health and wellbeing by recognizing that this can be affected by a range of social, economic and environmental factors. Supporting patients and their Carers to achieve their personal aspirations participate in their local and wider communities, enhance effective personal support networks, enabling individuals to maintain healthy lifestyles; and lead independent and fulfilled lives.

The Lead Social Prescriber will lead the daily activities undertaken by the social prescribing team, providing a robust training programme to support the development of staff new to role, as well as providing ongoing support and mentorship for members of the team.

**Leadership and Management**

* To provide leadership and mentorship to the PCN social prescribing team, dealing with day to day queries and using your initiative to solve queries as guided by procedures
* Oversee the routine daily activities of their directly reporting staff and ensure individuals are employed to best advantage
* Monitor absence, approve leave requests and authorise overtime working for all members of the team
* Conduct regular appraisals for all members of the team
* Evaluate, organise and oversee staff induction and training and ensure that all staff are adequately trained to fulfil their role.
* Work collaboratively as a key member of the practice team, help develop and promote a positive working culture, encouraging staff participation and involvement in developing and improving their own contribution towards the success of the surgery and the organisation.
* To act as a point of contact for stakeholders in providing service updates and organising service delivery
* To support and share knowledge with social prescribers
* Work with the voluntary, community and social enterprise (VCSE) organisations in locality to understand the range of services available and work with them to manage the referral process
* Support HR duties in respect of sickness recording, annual leave approvals, appraisal processes etc., and apply HR policies as appropriate seeking advice from the HR team as needed
* To provide supervision, mentorship to members of the team and deliver the appraisal process reflecting on others’ learning needs and developing relevant objectives.
* Implement a training framework for the Trainee Social Prescribers, supporting their induction and on-going training
* Organise and co-ordinate meetings and training events for the team

**Organisational**

* Promoting social prescribing, its role in self-management, and the wider determinants of health.
* Work in partnership with all local agencies to raise awareness of social prescribing and how partnership working can reduce pressure on statutory services, improve health outcomes and enable a holistic approach to care.
* Seek regular feedback about the quality of service and impact of social prescribing on referral agencies.
* Forge strong links with local VCSE organisations, community and neighbourhood level groups, utilising their networks and building on what’s already available to create a map or menu of community groups and assets. Use these opportunities to promote micro-commissioning or small grants if available.
* Ensure that local community groups and VCSE organisations being referred to have basic procedures in place for ensuring that vulnerable individuals are safe and, where there are safeguarding concerns, work with all partners to deal appropriately with issues. Where such policies and procedures are not in place, support groups to work towards this standard before referrals are made to them.
* Work with the PCN Clinical Director, Board, commissioners and local partners to identify unmet needs within the community and gaps in community provision.
* Support local partners and commissioners to develop new groups and services where needed, through small grants for community groups, micro-commissioning and development support.
* Develop a team of volunteers within your service to provide ‘buddying support’ for people, starting new groups and finding creative community solutions to local issues.

**Social Prescribing Link Worker Key Responsibilities:**

* Receiving and actioning referrals from a wide range of agencies: GP practice, pharmacies, multi-disciplinary teams, hospital discharge teams, allied health professionals, fire service, police, social care services, housing associations, and voluntary organizations. (List not exhaustive).
* Signposting adults who have been identified as those who could benefit from the Social Prescribing Service including those who are frail and socially isolated, to services within the community including social, recreational and nonmedical support which may help them to improve their health and wellbeing.
* Working with adults with mild to moderate mental health, learning difficulties, learning disabilities, anxiety and depression. Providing personalized support to individuals, their families and carers to enable them to take control of their wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and focus on what matters to them. Taking a holistic approach, based on the person’s priorities and the wider determinants of health.
* Assess the patients’ abilities and preferences, thinking laterally and then advising and supporting them in a variety of areas/activities. Being sensitive to barriers to adopting a healthier lifestyle such as affordability, accessibility and life circumstances. Encouraging choices and actions that is acceptable and achievable to patients while being aware of cultural and social considerations.
* Support patients to recognize and change their current lifestyle and to identify how their way of life might affect their health and well-being.
* Working alongside and collaborating with existing local partners: Primary Care Mental Health Team, St Luke’s Listening Service, and Physiotherapy etc.  Educating non-clinical and clinical staff within the Practice on what other services is available within the community and how and when patients can access them.
* Participate in an annual appraisal process, review yearly progress and develop clear plans to achieve results within priorities set by others. It is vital that the Social Prescriber has a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health

professionals or agencies.

**Clinical Governance**

* Contribute to the development and maintenance of sound clinical governance and risk management within the practice.
* Lead on new ways of working/policies that need to be introduced across the company.
* Engage and contribute to processes that ensure the Group meets regulatory and contractual requirements including CQC and NHS England. Specifically, ensure safe staffing levels, equipment levels and room conditions at all times.

**Practice Development:**

Build an understanding of practice community and health needs (including partnerships) to inform service delivery and support development on new projects led by Beacon or in conjunction with other organisations

**Confidentiality**

* The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and the business.
* In the performance of the duties outlined in this job description, the postholder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.

**Equality and Diversity**

The postholder will support the equality, diversity and rights of patients, carers and colleagues to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
* Behaving in a manner which is welcoming to and of the individual, is non-judgemental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

The postholder will participate in any training programme implemented by the practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking simiar work.

**Health and Safety**

The postholder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the practice health & safety policy, the practice health & safety manual and the practice infection control policy and published procedures.

**Communication**

The postholder should recognize the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognize people’s needs for alternative methods of communication and respond accordingly.

**Quality**

The postholder will strive to maintain quality within the practice, and will:

* Alert other team members to issues of quality and risk.
* Assess own performance and take accountability for own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patients’ needs.
* Effectively manage own time, workload and resources.

**Contribution to the implementation of services:**

The postholder will:

* Apply practice policies, standards and guidance.
* Discuss with other members of the team how the policies, standards and guidelines will affect own work.
* Participate in audit where appropriate.

The details contained in this Job Description are not exhaustive and may change as the post develops.

You will be required to undertake a DBS check.

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| Postholder’s Signature |  |
| Date |  |
| Signed on behalf of the Beacon Medical Group |  |
| Date |  |

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|  | **Essential** | **Desirable** |
| Qualifications and training | * Experience of working with health sector and multiple stakeholders * GCSE A-C in English and Maths | * Social care qualification such as a Level 2 or 3 Diploma in Health and Social Care, or knowledge in a specific area of support such as employment, social isolation, mental health, housing or physical activity. |
| Knowledge and Experience | * Experience of working with health sector and multiple stakeholders * Experience of giving advice/education to individuals with long term conditions * An understanding of the needs and problems older, vulnerable and disabled adults may have * Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety | * Knowledge of the range of services available locally * Experience of social prescribing * Experience of designing and implementing new initiatives |
| Skills and abilities | * Ability to communicate well with patients, carers, volunteers, colleagues and with professional staff in other organisations. * Excellent interpersonal, influencing and negotiation skills organisation skills with the ability to work to tight deadlines. * Ability to maintain effective working relationships and to promote collaborative practice with all colleagues * Ability to work and lead in a team environment * Excellent administration skills Good IT skills * Ability to maintain confidentiality * Commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative * solutions to community issues * Ability to use own initiative, discretion and sensitivity * Full driving license | * Ability to work under pressure and to meet deadlines |