

## Job Description

### Community Links Worker

Kersiebank and Bo'ness Road GP practice areas.

**This is a new post, initially funded for 12 months.**

For over 50 years, Cyrenians (a Scottish Charitable Incorporated Organisation (SCIO), registered charity number SC011052) has served those on the edge; working with the homeless and vulnerable to transform their lives.

Our Vision is an inclusive society in which we all have the opportunities to live valued and fulfilled lives. We work to make that vision a reality through our Mission to support people excluded from family, home, work or community on their life journey.

We aim to offer consistently excellent service across all locations and in all our activities. Our way of working is built on our four core values:

**Compassion:** We believe that everyone should have the chance to change, no matter how long that might take.

**Respect:** We believe in tolerance, acceptance, valuing diversity and treating each other as equals.

**Integrity:** We are committed to the highest quality of work, grounded in honesty, generosity, sincerity and professionalism.

**Innovation:** We are willing to take risks, challenge convention and be very creative in our search for new ways of working, in particular by taking account of the environmental impact of our decisions.

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## 1 General

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The Community Links worker programme is funded by Falkirk Health and Social Care Partnership's Integration Joint Board (IJB) and delivered in partnership with GP practices and the 3<sup>rd</sup> sector to support people to live well through strengthening connections between community resources and primary care.

We are looking to recruit to the post of Community Link Worker who will work in the Kersiebank and Bo'ness Road Practices as part of the practice team and will provide one-to-one person-centred support to people in contact with the GPs.

The Community Link Worker will provide a person-centred service that is responsive to the needs and interests of a GP practice population who are affected by socio-economic deprivation. They will support them to identify issues that affect their ability to live well. Taking a person-centred approach, the post holder will support individuals to help them identify personal

outcomes and priorities that they would like to address, to overcome any barriers to addressing these and to link them to local and national support services and activities.

The Community Link Worker will support the existing GP practice team to become better equipped to match local and national support services to the needs of individuals attending for health care. They will also build relationships and processes between the GP practices and community resources, statutory organisations, other health services and voluntary organisations.

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## **2 Tasks and Responsibilities**

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### **Supporting People**

- Provide, through good conversations, a specialist and professional service to people who may be experiencing severe and multiple disadvantage and build non dependant relationships with them.
- Enable people to identify personal goals and priorities to improve their health and wellbeing as well as implementing pathways to and from any relevant services.
- Implement effective pathways to access the service to ensure there are minimal barriers and appropriate timescales.
- Develop and maintain a knowledge of other local and national service providers to share with other practice team members.

### **Monitoring**

- Collect data on any work done as part of the post.
- Record data in written and electronic form to suit the needs of the service and its users.
- Comply with organisational and legislative requirements in relation to the protection of vulnerable groups, such as Child Protection and Public Protection.

### **Training and Development**

- Participate in the training provided in relation to the role and the wider organisation.
- Contribute to and, where appropriate, attend partnership meetings.
- Attend and participate in practice and Cyrenians team meetings and Cyrenians staff forums.
- Participate in regular support and supervision and annual review of performance and service.
- Any other tasks identifies by the service manager/line manager as appropriate.

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### 3 Person Specification

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<b>Knowledge and Experience</b>	
Extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations, including the ability and sensitivity to work with vulnerable people to build trust which allows the sharing of personal information.	Essential
Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgmental.	Essential
Knowledge and experience of working with people who are experiencing complex social and emotional circumstances	Essential
Excellent influencing, negotiation and motivational skills in order to engage patients and to enable them to take up a wide range of community services and activities.	Essential
Excellent networking and information management skills.	Essential
Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgmental	Essential
IT skills including the use of Microsoft Office Suite and ability to produce written reports and maintain 'client' records	Essential
Experience in carrying out regular monitoring and evaluation to monitor outcomes and review practice in light of evaluation	Essential
Ability to work autonomously on own to plan workloads, meet deadlines and also work as part of a team	Essential
An ability and willingness to travel extensively within the local community and wider area.	Essential
Strong understanding and sensitivity to the needs of people who may be isolated, have long term health conditions, experiencing poor mental health or living in deprivation.	Essential
Demonstrable strong understanding of changes faced by those living in areas of deprivation and interest in health inequalities, health improvement and well-being.	Desirable
<b>Qualifications and training</b>	
Relevant qualifications/experience	Essential
Skills in presenting information clearly and concisely to a variety of audiences.	Essential
<b>Values and attributes</b>	
Committed to supporting those who face disadvantage or stigma	Essential
Able to demonstrate Cyrenians values of respect, integrity compassion and innovation	Essential
Organised, flexible and "can do" attitude	Essential
Committed and enthusiastic, able to bring about change	Essential

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### 4 Terms & Conditions

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<u>Employer:</u>	Cyrenians
<u>Accountability:</u>	Cyrenians Board of Trustees (via Cyrenians Chief Executive Officer)
<u>Line Manager:</u>	Senior Manager
<u>Liaison with:</u>	Health practitioners and GPs
<u>Workplace:</u>	The post holder will work from the Kersiebank and Bo'ness Road GP practices, as well as Cyrenians offices at Arnotdale House, Falkirk
<u>Working Hours:</u>	37 hours per week
<u>Annual Leave</u>	25 days plus 10 public holidays
<u>Salary:</u>	£21,807 - £24,446 per annum (scale points 21 to 25).
<u>Pension</u>	Auto-enrolment into Qualifying Workplace Pension Scheme (QWPS) which is a Group Stakeholder Pension Scheme – current contributions being 5% employee and 3% employer. Option of enhanced Employer contributions to the same QWPS of 6% initially, rising to 9% after 2 years and 12% after 5 years (subject to employee contributions of 6%)
<u>Disclosure:</u>	PVG Scheme membership required

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## **5 Application deadline and Interview dates**

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<u>Closing date:</u>	12 noon on Friday 13 <sup>th</sup> March 2020
<u>Interview date:</u>	Thursday 19 <sup>th</sup> March 2020 in Falkirk
<u>Second stage:</u>	Monday 23 <sup>rd</sup> March 2020

Please refer to the Recruitment Information leaflet for further information on completing and submitting your application form.

Further information can be found at [www.cyrenians.scot](http://www.cyrenians.scot)