

Overview

As part of our Community Link Worker team based in Craigmillar, you will work in three GP practices to provide a person-centred service to their patients living in an area affected by socio-economic deprivation.

Delivered in partnership with Edinburgh Health & Social Care Partnership, GP Practices and the 3rd sector, the Community Link Worker programme is funded by the Scottish Government to support people to live well through strengthening connections between community resources and primary care. You will support patients to identify issues that affect their ability to live well, helping them work out the priorities they would like to address, overcome any barriers and linking them to local and national support services and activities.

Your holistic approach and excellent interpersonal skills will mean that you provide support and encouragement to patients around a wide range of aspects of their wellbeing. Your expertise and experience will enable you to listen to their concerns and have good conversations to explore what might actually be required to meet their needs. You will provide them with information and support around access to groups and workshops which help build their confidence and wellbeing and support them to break down social isolation and loneliness in those who attend.

You will support people in a person-centred way and in line with Carr Gomm's values. The values are: *Choice, Control, Interdependence, Kindness, Respect, Openness & Honesty and User Involvement.*

Responsibilities

Reporting to Carr Gomm's Community Projects Manager, you will work with Practice and network colleagues and other partners whilst prioritising the needs of the people you support:

- Provide through good conversations, a specialist and professional service to people in contact with the GP practice teams, who may be experiencing complex social circumstances and build non dependant relationships and trust with them
- Enable people to identify personal outcomes and priorities to improve their mental and physical health and well-being, to overcome any barriers to addressing these and where appropriate, to link people to relevant local and national support services and activities
- Implement effective pathways for accessing the Community Link Worker service to ensure people face minimal barriers and are offered a 1:1 or telephone appointment within an appropriate timescale
- Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3rd sector to ensure people are able to be supported to negotiate complex pathways
- Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues
- Develop excellent working relationships with all staff within the GP practices to become a key member of the practice teams ensuring that the service takes account of the individual demographics and circumstances of the GP practices
- Attend regular practice team meetings to discuss and negotiate caseloads, issues of concern and gaps in services and/or activities
- Provide appropriate feedback to GP practices, 3rd sector organisation and other stakeholders on the challenges and achievements of the service
- Enable and support the GP practice teams to build understanding and implementation of community orientated approaches to best support their patients

Supporting People & Communities

- Maintain accurate and consistent records on each patient through a quality assured case management system and the GP practice systems. This will include recording an agreed minimum core data set required for ongoing monitoring and evaluation of the national Link Worker programme
- Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for ongoing monitoring and evaluation of the national Link Worker programme
- Develop and deliver reports in an agreed timeous manner to enable evaluation and further learning
- Work as a team to record and pass on information about identified gaps in community provision, and when appropriate, work in partnership to address these
- Undertake any other duties as deemed appropriate by line manager. In order to be able to effectively support people facing complex problems, the post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs

This outline is by no means exhaustive; it gives a flavour of the responsibilities and skills required. You will be accountable for evolving and enacting all plans to achieve the project's aims; you will therefore need to be able to balance immediate priorities and the need to self-motivate to push forward towards the project's longer-term goals. You will have the necessary autonomy to progress project activity, building your caseload and developing practice relationships. However you will work interdependently and interactively with your line manager, others in your team and the Edinburgh Network, so there will always be colleagues to support you, and equally requiring your expertise.

What makes a great Community Link Worker?

This is an exacting role in an unusual environment, working with a challenging group of individuals so you will have the skills and leadership abilities to meet the demands of this role. You will have experience of working in communities and of partnership working, and of supporting and engaging with people in difficult circumstances. We also have an expectation of attitude - a proactive learner with a flair for engaging with, and relating to people; someone who is enthused by this project and shares our values. You will have to be creative, patient, positive and motivated with a wide range of skills to draw on. You must be a natural communicator at all levels and in multiple formats so you can both build networks and links and feed back information to managers.

Your benefits will include:

- A salary of over £28,652 FTE
- 35 days' holiday per year
- Enhanced maternity, paternity, adoption and sick leave
- A Defined Contribution pension scheme, with incremental employer contributions
- Membership to Lifeworks; employee well-being and perks platform
- Membership of a credit union
- Cycle to work scheme
- Discounts with leading hotels and gyms