

Job Description

Job Title:	Community Link Worker
Reports to:	Senior Community Link Worker
Grade Band:	E
Location:	West Kent

Purpose

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Shaw Trust manages the community mental health and wellbeing services (Live Well Kent and Medway) in 2 localities – the service is focussed on supporting people to recover and stay well. It provides person centred support aimed at delivering wellbeing improvements and community connectedness through a holistic approach underpinned by the 6 Ways to Wellbeing.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

Issues related to an individuals housing or living circumstances can have a major impact on their Mental Health and wellbeing and we are therefore recruiting Community Link workers who will specifically focus on working alongside District and Borough housing teams. Our Link Workers understand their communities and the wide range of services available within them. They are passionate about getting it right, able communicators and focused on using their experience to connect people with the help they need in their own communities.

Working with clients, district & borough councils, housing associations, health professionals, volunteers and service providers, Link Workers are focused on making sure a person's journey to better living circumstances and wellbeing is as easy as possible. Brokering existing service and helping to develop new local provision, liaising with primary and secondary health care professionals, checking in on progress and making sure we can evidence the outcomes of the service are all important facets of the job – a job that makes a real difference in the lives of people.

This role is perfect for individuals with experience of working within a community mental health/wellbeing setting using a caseload management approach. The successful candidate will have a solution focussed approach, highly organised, able to deliver to agreed service specifications/Outcomes and be willing to work and colocate within local kent district and borough councils.

Are you right for the job?

- Do you have experience within a Housing or community mental health and wellbeing setting?
- Do you have the ability to turn around the lives of people through engagement and inclusion?
- Do you have a strong track record of achieving positive outcomes?
- Do you motivate people, work well in a team and stay focused under pressure?
- Do you feel passionate about reducing the impact of stigma on people's lives and opportunities?
- Do you want to work co-located within District and Borough councils Housing teams

Main Duties and Responsibilities

1. Work with individuals in a co-ordinated approach to develop, implement and review a wellbeing action plan including 1-2-1 and group sessions.
2. To assess the needs of individuals identifying outcomes and determining the type of support required to overcome barriers and achieve outcomes.
3. To undertake, review and amend risk assessments in relation to clients, the activities undertaken and the environment.
4. Refer to services within the funded and unfunded delivery network, which will support the individual in their achievement of wellbeing goals including health

- behaviour; sports and leisure; arts and culture, statutory agencies and to monitor positive engagement.
5. Signpost to existing community assets within the wider network, which will support the individual in their achievement of wellbeing goals including health behaviour; sports and leisure; arts and culture, statutory agencies and to monitor positive engagement.
 6. Ensure an on-going focus on prevention of poor wellbeing through Making Every Contact Count (MECC) linking with public health healthy lifestyles services and support.
 7. Participate in case conferences if required with partner organisations, support services and/or other team members where appropriate to ensure a client journey is smooth and consistent.
 8. Undertake post programme tracking to identify whether an individual has maintained their level of well-being and identify any risk to achieving this.
 9. Supervise and guide the volunteers in order to provide clients with additional support to access community provision, thereby creating a 'circle of support'.
 10. Be fully responsible for all tasks related to the allocated clients journey including maintaining effective and efficient administrative procedures producing appropriate records, including the updating of client details on MPS.
 11. Ensure achievement against service delivery KPIs and individual performance measures and programme outcomes.
 12. Provide a quality service that meets 6 Ways to Wellbeing, contractual requirements and related thinking within the mental health sector as well as organisational quality standards.
 13. Ensure safe working practices are maintained as set out within Shaw Trust 's policies/procedures as well as operating within service guidelines when clients require crisis support.
 14. To encourage client feedback and user involvement as directed through a co-production framework.
 15. To build relationships and liaise regularly with local district & borough councils, Housing teams and Health & Social care teams aligned to caseloads and to work across the local housing network with all other stakeholders attending relevant meetings when required.

16. To develop and maintain an in-depth knowledge of the local provision, programme provision of relevant agencies and opportunities pertaining to wellbeing.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p>Person Specification Job Title: Community Link Worker (E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Minimum of SVQ/NVQ level 3 (E) • Relevant additional training in the health and social care field including safeguarding, motivational interviewing, mental health awareness (D)
<p>Experience</p> <ul style="list-style-type: none"> • Experience of delivering mental health and wellbeing interventions in a case management approach. (E) • Experience of working with primary or secondary Health/social care services (E) • Experience of facilitating and supporting clients with complex and/or multiple barriers to success in health and social care settings. (E) • Able to demonstrate being highly organised, have good planning skills and be able to deliver to agreed targets. (E) • Experience of signposting services for individuals. (D) • Experience of supporting volunteers. (D) • Understanding of the 6 Ways to Wellbeing and its practical application (E) • Understanding of inclusion, mental health and anti-stigma. (E) • Knowledge of Housing and health and social care system and the application of wellbeing and prevention. (E)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Ability to facilitate, engage, motivate and support clients and their carers where appropriate. (E) • Apply skills & techniques (verbal & non-verbal to resolve distress & anger). (E) • Able to support & empower clients to form their own decisions. (E) • A motivational, flexible and problem solving approach. (E) • Positive attitude to mental health, community connectivity and a strengths and assets based focus to engaging with individuals. (E) • Ability to work on own initiative, as well as in consultation and negotiation

with managers and other stakeholders as required. **(E)**

- Excellent interpersonal, communication and presentation skills demonstrating the ability to convey complex messages clearly & with sensitivity to family, colleagues & other professionals. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**
- Ability to process information on electronic records accurately, using data bases & spread sheets. **(E)**
- Demonstrate awareness of common long term physical conditions which impact on a person's well-being. **(E)**
- Confident in speaking in multi-disciplinary meetings & giving feedback to colleagues & local service providers. **(D)**
- Ability to work with a wide range of providers **(E)**
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Personal qualities, communicating and relating to others

- Embraces change and drives continuous improvement **(E)**
- People centred with a professional approach taking accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all customers internal and external **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at enhanced level **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**