

## JOB SPECIFICATION

**Job Title:** Community Connector (Social Prescribing)

**Responsible to:** Senior Community Connector

### **Purpose of the Post**

To deliver a Community Connector Social Prescribing service (Connected Communities) to people aged 65+ in the East of Suffolk, utilising health coaching/coaching.

To work collaboratively within partnerships, communities, statutory and voluntary sectors.

### **Key Tasks**

- To work alongside the Senior Community Connector and partners to develop the Connected Communities Social Prescribing Scheme in identified localities.
- To establish and maintain collaborative working relationships within communities, statutory and voluntary sectors, understanding needs and support to develop solutions.
- To receive and respond to referrals from GP's, health and social care professionals, voluntary and community sector organisations or the individual themselves.
- To meet with identified individuals aged 65+ who might benefit from non-clinical interventions and activities to improve health and wellbeing, to identify:
  - What matters to them;
  - Their personal assets – skills, hobbies, interests;
  - The assets around them – people, relationships, community;
  - Home safety including fire safety and falls;
  - Their aspirations and goals together with ways of achieving them.
- To use health coaching /coaching skills and tools to improve the health and wellbeing of individuals aged 65+, (reducing demand on statutory services, including GP Appointments for non-medical matters (e.g. social isolation, debt management, long-term health issues).
- To co-produce a personal action plan or a non-clinical 'social prescription' with individuals to improve their health and wellbeing.
- To draw upon knowledge of what is available in the wider community, accessing information from appropriate sources.
- To attend peer support sessions.

- To take opportunities to raise awareness of family carer issues and identify family carers to offer support where possible.
- To signpost/cross-refer, using the warm handover method, where possible.
- To use a coaching approach to motivate and work with individuals to achieve the changes they want to make.
- To maintain contact with the individual over an agreed time to review progress, building a relationship and trust that empowers them to take action.
- To make a referral to a health or social care professional if a person is identified as in need of clinical intervention or crisis support.
- To build relationships with GP Practices and other community referral routes.
- To understand assets available in the locality, identifying gaps and working in partnership to find ways to fill these gaps.
- To flexibly work within teams and or locations across the service, as and when required, to meet business need.
- To maintain accurate records .
- To use outcome evaluation to assess the quality of services and provide reports as required .
- To comply with organisational policies and procedures .
- To adhere to the Safeguarding Policy and Procedure .
- To prepare for and actively participate in supervision and appraisal processes .
- To undertake any other relevant duties and training as may be required by the line manager .

*Note: - This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the organisation at any time after discussion with the post holder.*

Candidates will be assessed against the following essential/desirable criteria:

### **Knowledge**

- Clear understanding of GP, health and social care structures
- Knowledge of health, mental health and wellbeing initiatives and resources
- Awareness of issues faced by older people in their communities and local resources
- Understanding of Social Prescribing
- Awareness of safeguarding practices
- Knowledge of co-production (desirable)

### **Skills and Abilities**

- Health coaching or coaching skills to motivate and encourage others to achieve their goals
- Ability to engage with a range of people, working collaboratively and building rapport
- Effective communication/networking skills with the ability to develop positive working relationships
- Effectively evaluates, analyses, questions and uses information with a solution-focused approach
- Ability to present clear, concise, well researched information to others
- Ability to provide constructive feedback to influence service development
- Effective planning, organisational and time management skills
- Good IT skills, using Microsoft Word, Excel, Powerpoint, Outlook, databases and the internet

### **Experience**

- Experience of working in a health, mental health or social care environment
- Experience of providing information, advice and guidance to service users

### **Qualifications and Other Requirements**

- Ability to travel across Suffolk as required
- Ability to work flexibly and on own initiative
- Ability to work within boundaries, deal with emotional impact of work and seek support when needed
- Willingness to undertake continuous development, sharing knowledge and contributing to peer support
- Self-motivated
- Health coaching qualification (desirable)

### **Equal Opportunities**

- Ability to exhibit and apply awareness of positive actions, diversity and equal opportunities in service delivery

## The Skills and Development Framework (SDF )

Suffolk Family Carers has identified the following six core competencies for all employees:

- Communicating and Influencing                      The ability to effectively exchange information and ideas and use well-reasoned arguments to influence where necessary.
- Improving Customer Service                      The ability to consistently deliver a high quality service and continuously improve services in the best interest of family carers.
- Commitment to the Organisation                      The ability to demonstrate a commitment towards the vision and values of the organisation, optimising resources and opportunities.
- Demonstrating Leadership                      The ability to lead by example, acting with integrity and positively contributing towards organisational success.
- Inclusion, Equality and Diversity                      The ability to treat people fairly and with respect, acting in ways that value inclusiveness.
- Learning and Developing Self and Others                      The ability to recognise and develop potential by understanding own and other people's capabilities, sharing expertise and ideas.

This post is in **Band 2** of the SDF