

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:

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| ▪ 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