

JOB DESCRIPTION



Job Title:	Community Link Worker
Location:	ELGT Office, 109/11 Swanston Road, Edinburgh EH10 7DS, and three GP practices in the South East locality of Edinburgh (Gracemount, Liberton and Inch Park)
Responsible to:	Senior Greenspace Officer
Responsible for:	Working with GP practices to provide 1:1 person-centred and practical support to people to deliver the Community Link Worker service in socially disadvantaged communities.
Hours:	35 hours per week
Salary:	£32,300 + 8% pension contribution
Closing date:	Monday 29 April 2024 at 5pm
Interview date:	Thursday 9th May 2024 at ELGT Swanston Office

Job Purpose Summary: The Community Link Worker programme is funded by EVOG and Edinburgh Health & Social Care Partnership and delivered in partnership with GP Practices and the third sector to support people to live well through strengthening connections between community resources and primary care.

The Community Link Worker (CLW) will be employed by Edinburgh & Lothians Greenspace Trust (ELGT) as part of their community health initiative which aims to improve health and wellbeing of people living in South East Edinburgh. They will be expected to work alongside ELGT staff, work according to ELGT policies and procedures and participate in team meetings, team building etc.

The success of this post is dependent on effective joint work between Edinburgh Health & Social Care Partnership, EVOG and ELGT. The post holder will be supervised and supported by the ELGT Senior Greenspace Officer with support from the Community Link Worker Network Area Lead for South Edinburgh, who will work together to ensure that the post holder is on track to meet outcomes prescribed by the Scottish Government and Edinburgh Integrated Joint Board.

The CLW will provide a person-centred service that is responsive to the needs and interests of three differing GP practice populations. They will support patients referred by medical practice staff to: Identify issues affecting their ability to live well; Identify personal outcomes and priorities; Provide support to overcome barriers to achieving personal goals; Link people to local and national services and agencies.

The CLW will support the three GP practices to have increased knowledge and understanding of local and national resources available to their patients. They will also build relationships and processes between the GP practices and community resources, statutory organisations, other health services and voluntary organisations.

This job description describes the practical purpose and main elements of the role. It is a guide to the nature and main duties of the job as they exist currently, but is not a wholly comprehensive or permanent schedule, and the balance of duties may vary over the lifetime of the project.

Main Duties and Responsibilities

1: Provide, through good conversations, a specialist and professional service to GP patients who may benefit from services based on a social model of health and build non-dependant relationships and trust with them.

- 2: Enable people to identify personal outcomes and priorities to improve their 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.
- 3: Implement effective pathways for accessing the Community Link Worker service to ensure people face minimal barriers and are offered a 1:1 appointment within an appropriate timescale.
- 4: Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and the Third Sector.
- 5: Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues.
- 6: Develop excellent working relationships with all staff within the GP practice and become a key member of the practice team, ensuring that the service takes account of local demographics and particular circumstances of the GP practice.
- 7: Attend regular practice team meetings to discuss and negotiate caseloads & issues of concern.
- 8: To work with Community Link Worker Network Area Lead for South Edinburgh to ensure that agreed operational procedures and guidelines are adhered to.
- 9: Attend CLW team meetings; case review sessions and continued professional development for CLWs as required.
- 10: Provide appropriate feedback to GP practice, third sector organisations and other stakeholders on the challenges and achievements of the service, raising awareness of gaps in services and/or excessive demand on services.
- 11: Enable and support the GP practice team to build their understanding of community orientated approaches to best support their patients.
- 12: Maintain accurate and consistent records on each client through a quality assured case management system and the GP practice system. This will include recording an agreed minimum core data set required for on-going monitoring and evaluation of the national Link Worker programme.
- 13: Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for on-going monitoring and evaluation of the national Link Worker programme.
- 14: Develop and deliver reports in an agreed timeously manner to enable evaluation and further learning.
- 15: To participate in the day-to-day work and participate in community events run of ELGT as required.
- 16: To receive supervision by the ELGT Senior Greenspace Officer and the Area Lead, discuss individual client work as required and work in accordance with ELGT policies and procedures for the protection of children/vulnerable adults.
- 17: To attend ELGT team meetings, team building, and training as required.
- 18: Undertake any other duties as deemed appropriate by the ELGT Senior Greenspace Officer. To ensure the smooth, safe, and effective running of ELGT and support people facing complex problems. The post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs of patients referred.

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PERSON SPECIFICATION

	Essential	Desirable
Education / Training	<ul style="list-style-type: none"> Recognised degree/diploma or equivalent in community learning and development; social work or health. A similar level of appropriate knowledge gained from significant practical and related work experience. 	<ul style="list-style-type: none"> Relevant qualification in topics such as health behaviour change; motivational interviewing.
Relevant Experience	<ul style="list-style-type: none"> Extensive experience of working within Community Learning and Development, Social Work, health, or related field. Knowledge and experience of working with people who are experiencing complex social and emotional circumstances. Successful working with partners, community groups and individuals to engage with local communities. Experience in carrying out regular monitoring and evaluation to monitor outcomes and review practice. Networking and liaison with representatives from public, private, and voluntary sectors. 	<ul style="list-style-type: none"> Experience of working within primary care. Experience of partnership work across the sectors. Knowledge of services, groups and organisations in South East Edinburgh.
Skills and Attributes	<ul style="list-style-type: none"> Positive outlook, self-motivated and flexible. Excellent interpersonal, verbal and written communication skills. Demonstrable strong understanding of challenges faced by those living in areas of deprivation and interest in health inequalities, health improvement and well-being and the impact that these may have on an individual's behaviour. Ability to work with someone supported to prepare a clear, concise and person-centred action plan which others can follow to enable support to be provided. 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. Ability to support individuals in psychological distress calmly, safely and sympathetically. Good understanding and creative approach to evaluation. Project planning, organisational and time management skills. Computer literate and experienced with Microsoft Office packages, including the use of databases. Excellent understanding of the importance of confidentiality and appropriate information sharing and the ability to respect this in practice in relation to people supported and colleagues. Confident and courteous manner. Self-starter with ability to work autonomously, meet deadlines, plan workloads, and to work as part of a team. Approachability and ability to enthuse others. 	
Values and Attitudes	<ul style="list-style-type: none"> Commitment to professional standards and quality. Commitment to Equal Opportunities and Health & Safety in the workplace. 	

Other	<ul style="list-style-type: none">• Flexibility – some evening and weekend work.• Full driving licence and access to own car is preferable due to our office and medical practice locations.• PVG Scheme checks will be carried out.
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CONDITIONS OF SERVICE

1) FLEXTIME WORKING

- a) **Working week** – 35 hours per week (excluding lunch break)
- b) **Working day** – 8.00am – 6.00pm (flexible hours to be worked within these times)
- c) **Core hours** - 10.00am – 12.00am, 2.00pm – 4.00pm Monday to Thursday
10.00am – 12.00am, 2.00pm – 3.00pm Friday

Some evening and weekend work may be occasionally required, and the Trust operates a Time Off in Lieu system.

- d) **Lunch break** - minimum 30 minutes to maximum 2 hours, taken between 12.00 and 2.00pm.

e) **Conditions** - the flexitime scheme operates within the confines of 4 weekly periods of 35-hour working weeks. Any credit/deficit of hours cannot be carried forward to the next period - a maximum of 4 periods of 3½ hours (14 hours) flexitime leave may be taken in any 4-week period with the agreement of the Chief Executive - staff must log in/log out if leaving the building and fill in weekly record sheets.

The scheme does not affect entitlement to time in lieu for evening/weekend meetings or annual holiday leave. The Trust aims to be as flexible as possible and will try to accommodate, wherever possible, individual staff arrangements to cover e.g. family circumstances, study, courses of medical treatment.

2) ANNUAL HOLIDAY ENTITLEMENT

- 36 days' paid holiday during each holiday year (inclusive of public holidays), or the pro rata equivalent if working part-time.
- The paid holiday entitlement above includes 9 fixed leave days as follows:
 - Christmas Day and Boxing Day, or the next working days thereafter (2 days),
 - The three working days between Christmas & New Year when the office is closed (3 days),
 - The first two working days in a New Year (2 days), and
 - Good Friday and Easter Monday (2 days)

3) PENSION

The Trust runs a qualifying workplace scheme with Royal London with an 8% company contribution and minimum employee contribution of 3%.

The Trust complies with auto-enrolment legislation and will auto-enrol eligible new employees into the pension scheme on their start date with a 3-month postponement period. Full information, including opt-out rights, will be provided on starting with the Trust.

4) BIKE TO WORK

The Trust is a member of several bike to work schemes (i.e. salary sacrifice) and is able to provide employees with relevant information if they are considering joining such a scheme.