



Job Description

Post Title: Listening & Guidance Social Prescribing Link Worker

Department: Dudley PCNs

Location: Brierley Hill Health and Amblecote Primary Care Network

Grade: Band 5

Hours of Work: 21 hours

Contract Type: Permanent

Managerially responsible to: Deputy Operations Manager

Job Purpose and Scope

The Primary Care Network (PCN) Listening & Guidance Service utilises **Social Prescribing Link Worker** as trained listeners but it is not a religious service. The service is 'generic' and is offered freely to patients of any belief and none. SPLW must be able to demonstrate willingness to support patients from all faith communities and to operate within a framework of supervision similar to other talking therapies.

Patients experiencing loss often present to GP practices complaining of low mood. Many of these patients end up on antidepressants, even though their low mood is a reaction to an event, thus inappropriately medicalising a normal response to life's normal ups and downs. Many will ask 'spiritual' questions and seek 'spiritual' solutions alongside consulting us: for example, the question "Why did this happen to me?" is not looking for a medical answer but an answer that gives meaning to life's events.

Responsibilities

1. You will be a member of the PCN team of health professionals. More information on PCN's can be found at <https://www.england.nhs.uk/primary-care/primary-care-networks/>.
2. You will be employed by Dudley Integrated Health & Care NHS Trust (DIHC) on behalf of that PCN.
3. You will take referrals from the PCN's member practices and other agencies for patients experiencing any sort of loss, for example unemployment, miscarriage, bereavement, loss of freedom due to Covid, broken relationships, loss of health. Many of these patients are struggling to adjust and may be experiencing anxiety and depression. (Note that we are not asking you to step into the role of Mental Health care. You are asked to help the patient address their loss primarily rather than any mental health symptoms.)





4. You will support the health and wellbeing of patients. There is strong evidence that SPLW(L&G) improves wellbeing, especially among patients whose initial wellbeing scores are the lowest.

5. You will assess how far a patient's health and wellbeing needs can be met by services and other opportunities available in the community. SPLW(L&G) is itself a service that meets a significant part of a patient's health and wellbeing needs but PCN SPLW(L&G) will also signpost patients to a wide range of services, including churches, social services, mental health and other community resources.

6. You will co-produce a simple personalised care and support plan to address the patient's health and wellbeing needs by introducing or reconnecting people to community groups and statutory services. As you develop a shared care and support plan with the patient you will be looking at the patient's own social network, coping skills and spirituality as well as involving community resources to strengthen this.

7. You will, over time, evaluate how far the actions in the care and support plan are meeting the individual's health and wellbeing needs. A normal course of sessions takes place over four one-hour sessions, typically fortnightly. This is enough to allow change, but not to allow dependency. A wellbeing score is measured at the start and end of sessions. Any outstanding needs could lead to further sessions, or referral to other community resources.

8. You will provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes. Restoring relationships is a big priority for the SPLW(L&G). Patient feedback amply demonstrates the health benefits of this. SPLW(L&G) work with couples and families whenever necessary.

9. You will develop trusting relationships by giving people time and focus on 'what matters to them'.

10. You will take a holistic approach, based on the person's priorities, and the wider determinants of health. Patients are often appreciative of the opportunity to explore existential matters that are unlikely to be discussed elsewhere in healthcare.

11. You will manage and prioritise your own caseload using IT systems in General Practices. DIHC will provide training on record keeping, including appropriate handling of referrals and communication with patients and colleagues, whilst maintaining confidentiality.

12. Where required, you will refer people back to other health professionals within the PCN such as the GP, social worker or other PCN staff, e.g. social prescribers.

13. You will be part of the PCN's Integrated Community Team (ICT) and may be asked to attend ICT meetings to discuss specific patients.

14. You will work collaboratively with local partners to support local voluntary organisations through sharing intelligence and regarding any gaps or problems identified in local provision with commissioners and local authorities.

15. You will educate non-clinical and clinical staff within the PCN on what other services are available within the community and how and when patients can access them. A SPLW(L&G) will provide regular feedback to the Clinical Director of the PCN and to all practices.



16. You will participate actively in initial training as a SPLW(L&G) and in regular supervision. This requires a level of humility and personal reflection, with a desire to constantly improve the service you offer to patients.

17. You will understand and comply with the employer's Protocols and Policies.

Key Relationships

Internal

- The wider ARRS teams
- DIHC Operational Management Team
- DIHC Strategic Management Team

External

- PCN GP PRACTICES
- Clinical Directors
- GP Practice Staff

Generic Duties & Responsibilities

The duties and responsibilities in this job description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As Dudley Integrated Health and Care NHS Trust develops, the requirements of the job may develop and change. The job description will be reviewed and updated in discussion with the post holder to reflect these requirements.

Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust's values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues' behaviours breach the spirit of Trust values.

Confidentiality and Data Protection

Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. Staff must comply with the Employer's data protection policy at all times and agree that they will only access the systems, databases or networks to which they have been given authorisation and only for the purposes of their work for the Employer. The Employer will consider a breach of its data protection policy by a member of staff to be a disciplinary matter, which may lead to disciplinary action up to and including summary dismissal. All staff should also be aware that they could be criminally liable if they disclose personal data outside the Employer's policies and procedures. If a member of staff have any queries about their responsibilities in respect of data protection, they should contact the Employer's Data Protection Officer.

Data Quality

The post holder should ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.

No Smoking

DIHC is a smoke free organisation and has a No Smoking Policy. Smoking is not allowed on any organisation premises.





Health and Safety

The post holder will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. The post holder should also be aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

Clinical Governance

All employees are required to actively contribute towards the Organisation's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

Infection Prevention & Control

Infection prevention & control is everybody's responsibility, it is a requirement for all organisation staff to comply with all organisation infection control policies and procedures.

- All organisation staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace
- All staff must adhere to the Organisation's Hand Decontamination Policy
- All staff are expected to behave in a manner that protects patients, public and colleagues from infection risks within the scope of their role
- All staff should have infection control training at induction and annual infection control updates as required
- All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal

Safeguarding Adults

Safeguarding is 'Everybody's Business'. It means protecting people's health, well-being and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when concerns arise. These organisations, which include Dudley Integrated Health and Care NHS Trust, work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Staff can contact the organisation Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Safeguarding Children

All members of staff have a responsibility to ensure that children and young people are safe from abuse or harm. Employees must comply with Local Safeguarding Board Child Protection Policy and Procedures and Dudley Integrated Health and Care NHS Trust's Safeguarding Children Policy. Staff can contact the organisation Named Nurses for Safeguarding Children or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

Professional/Managerial Codes of Practice

The post holder is expected to abide by the relevant codes of practice of the registering body for healthcare professionals, and, where applicable, the NHS Code of Conduct for managers.



Policies and Procedures

The post holder is required to abide by all policies and procedures of the Organisation.

Pandemic/Other Emergencies

In the event of a pandemic being declared, the post holder may be required to adjust their days of work, hours of attendance, work base, and duties to support the delivery of services.

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.

Equality, Diversity, and Inclusion

We are an inclusive employer and workplace and expect all of our employees to behave in a respectful, civil and inclusive manner. We will not tolerate behaviour that is discriminatory, and it is a requirement of all of our staff to undertake their mandatory and any other required training aligned to EDI and to work in line with our values and beliefs.

