



**Job Description**

**Post:** Community Link Worker – Hospital Discharge (NW Bristol)

**Job Purpose:** To empower people to take control of their health and wellbeing whilst reducing health inequalities by addressing the wider determinants of health (such as debt, poor housing, and physical inactivity) and by increasing people’s active involvement with their local communities.

**Responsible to:** Wellbeing and Health Development Manager

**Salary:** £24,194 - £25,171

**Contract:** Fixed term until 31st March 2025

**Hours:** Full-time, 37 hours per week

**Opportunity:** We have a new and exciting opportunity to join our Social Prescribing Team for adults, to support people when they are discharged from hospital.

The purpose of this role is to support patients who are leaving hospital and to assist them to settle back into their daily life and their community. Community Link Workers work alongside hospital teams, so individuals are discharged safely and find the ongoing support they need. An important part of the role is giving people time to talk about what matters to them and guiding them to unpick complex issues affecting their wellbeing. Community Link Workers enable people to have more control over their lives, maintain independence, and reconnect with their community. The work is based in hospital/community and home settings.

**The role works as part of a Multi-Disciplinary Team (MDT) in hospital, Community Link Workers will:**

- receive referrals from the Age UK Going Home Team
- support an individual for 4 – 6 sessions
- utilise the network of Southmead Development Trust to support individuals, including Social Prescribing Link Workers based in GP surgeries and Community Development teams
- work flexibly as part of the Southmead Development Trust's broader Social Prescribing team

**Key Responsibilities:**

**Provide personalised support**

- Using motivational interviewing and other techniques, to provide personalised information, advice and support to primary care patients and signpost or refer (with consent) individuals to appropriate activities, services and support which will help meet their needs, circumstances, and preferences.
- Support individuals to address barriers to access services or maintain independence. This includes recognising when wider determinants of health are having an impact, for example debt, poor housing, un/under-employment, physical inactivity.
- Empower participants to maximise the control they have over their lives through enabling them to assess their own abilities, identify goals, take charge of decisions which affect them and improve their ability to self-care. This will involve co-producing action plans and facilitating their follow-through.
- Accompany individuals to community groups, activities, and statutory services. Follow up to ensure they are happy, able to engage, are included and receiving good support.
- Effectively manage and prioritise a caseload of individuals. This will be done in accordance with the needs, priorities, and any urgent support required by the participant.
- Record and deliver performance targets and project objectives.
- Work flexibly to meet the needs of the patient. This may involve hours outside of 9am to 5pm and include attending meetings with ward staff or a patient's family.

## **Communication / Networking**

- Develop and maintain good relations with hospital teams, GP Practices, teams at Wellspring Settlement, and external practitioners.
- Positively promote the service to hospital staff.
- Work closely and establish effective working relationships with other agencies to facilitate a 'joined up' approach to client action plans.
- Work as part of a team at Wellspring Settlement, attend regular team meetings and appropriate training courses.
- Work as part of the hospital In-reach team attend Multi-Disciplinary Team meetings to support patient discharge.
- Work alongside the existing Social Prescribing team at Southmead Development Trust.

## **Community Development**

- Actively seek connections and build relationships between people and groups outside of Southmead Development Trust.
- Make introductions and link individuals with others, groups, and activities as part of their care plan.
- Identify opportunities to link individuals to activities supporting them to develop relationships and build social networks.
- Project Development
- Identify and communicate gaps in provision to Line Manager.
- Maintain case files and databases and provide monitoring information as and when required.
- Maintain records in line with all operational procedures.
- Maintain accurate records and produce written reports of work.
- Produce case studies to evidence the impact of the service.
- Actively engage in developmental discussion, opportunities, and shared learning.

## **Professional Development**

- Work with your Line Manager to undertake continual professional development, taking an active part in reviewing and developing the roles and responsibilities.
- To make effective use of clinical supervision.

## **General:**

- To work within the policies and procedures of Southmead Development Trust and attend appropriate team meetings.
- To communicate with staff, volunteers, service users and partners in a positive and effective manner.
- To play a positive and effective role as a member of organisational groups both within the Trust and in external settings and meetings.
- To work within all Wellspring Settlement policies and written procedures.
- To attend and positively engage in training and reflective practice when required.
- To be responsible for inputting and updating all relevant information relating to your role to the Focus database in a timely manner.
- Perform other duties appropriate to the post which may from time to time be requested.

[Next read Person Specification >](#)

Post Title: Social Prescribing Link Worker			
	ESSENTIAL	DESIRABLE	EVIDENCE
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Educated to a minimum of level 3 (e.g. A levels, NVQ3) or equivalent.</li> </ul>	<ul style="list-style-type: none"> <li>Relevant health or wellbeing related qualification.</li> <li>Trained in motivational interviewing.</li> </ul>	CV, Cover Letter
<b>Experience</b>	<ul style="list-style-type: none"> <li>At least two years of experience in a role that involves promoting health and wellbeing in adult health care, social care, public health, or a voluntary and community context.</li> <li>Experience of working holistically, on a one-to-one basis, with people with poor mental health and wellbeing.</li> <li>Experience of implementing monitoring and evaluation systems and reporting to funders and other stakeholders.</li> <li>Experience of working with an asset-based approach, building on existing community and personal assets.</li> <li>Experience of working with the VCSE sector, including with volunteers and small community groups.</li> <li>Experience of partnership/collaborative working and of building relationships across a variety of sectors.</li> </ul>	<ul style="list-style-type: none"> <li>Proven track record of working successfully with GPs, health providers and community groups to deliver measurable improvements in health outcomes.</li> <li>Experience of using social prescribing in areas of high social and health inequalities.</li> </ul>	CV, Cover Letter, Interview

<p><b>Specific Skills/ Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Genuine passion, empathy, and desire to support residents to lead happier lives and to motivate others to reach their potential.</li> <li>• Ability to listen and empathise with people and to provide person-centered support in a non-judgmental way, respecting lifestyles and diversity and inspiring trust and confidence.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Confidence in having difficult conversations.</li> <li>• Ability to develop and maintain partnerships with a range of professionals and stakeholders, promoting collaborative working and finding creative solutions to community issues.</li> <li>• Excellent IT skills, including word processing, spreadsheets, email, and internet research.</li> <li>• Ability to work independently and proactively on own initiative and to work flexibly and enthusiastically as a valued member of the team.</li> <li>• Excellent organisational skills, with the ability to complete administration tasks effectively and efficiently and to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.</li> <li>• Understanding of health inequalities/social determinants of health and knowledge of community-based interventions that support participants to lead healthier and happier lives.</li> <li>• Knowledge of understanding of quality assurance, monitoring, and evaluation.</li> <li>• Knowledge of community development approaches.</li> </ul>	<ul style="list-style-type: none"> <li>• Up-to-date knowledge of developments in the public health, social care and clinical (CCG/NHS) services landscape.</li> <li>• An understanding of health, social care and voluntary sector provision, the challenges faces and the issues affecting local communities.</li> <li>• Knowledge of the personalised care approach.</li> </ul>	<p>CV, Cover Letter, Interview</p>
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	<ul style="list-style-type: none"> <li>• Knowledge and understanding of risk management and safeguarding.</li> </ul>		
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment to reducing health inequalities and proactively working to reach people from all communities.</li> <li>• Experience of personal accountability, emotional resilience and working well under pressure.</li> <li>• Willingness and ability to work outside normal office hours and across multiple sites.</li> </ul>		CV, Cover Letter, Interview