



## JOB DESCRIPTION

<b>Job title:</b>	Arabic Speaking Social Prescribing Link Worker
<b>Salary:</b>	£27,000 p.a.
<b>Location:</b>	Regents Health PCN area of Westminster
<b>Hours:</b>	35 hours per week (F/T) (occasional evening and weekend)
<b>Term:</b>	Fixed Term
<b>Closing date:</b>	15 January 2021
<b>Interview dates:</b>	28 & 29 January 2021

### Job Purpose

One Westminster in partnership with Central London Healthcare are delighted to be working together with the Primary Care Networks (PCNs) in the Central London Clinical Commissioning Group area to offer local residents innovative support to address their physical health, mental health, social care and service needs.

We are recruiting an Arabic-speaking Social Prescribing Link Worker. The suitable candidate is an individual who is passionate about connecting people to a broad range of community groups and services. Social Prescribing Link Workers will use a holistic approach to support patients to take control of their health and wellbeing based on a “what matters to me” approach. The Arabic-speaking Social Prescribing Link Worker will support people to increase their resilience and reduce the impact of health inequalities by addressing the wider determinants of health such as debt, poor housing, isolation, poverty etc.

The Social Prescriber programme is a national initiative from NHS England. We are seeking an individual with a background or interest in voluntary and community sector services, health, care and public health. They will join a supportive team of Social Prescriber colleagues working remotely, but linked to their PCNs and Mental Health Hubs.

Training will be provided for the role.





## Duties and Responsibilities

- The ability to assimilate and grasp information in fast moving meetings of health professionals.
- To be an advocate for the patients who would benefit from a social prescription intervention when in meetings with health professionals
- A willingness to understand a variety of Voluntary and Community Sector services and their functions in Westminster.
- The ability to adapt to a fast-changing NHS environment
- Being able to communicate clearly with patients, colleagues and health professionals
- Being able to follow the guidelines for monitoring, logging and reporting data
- Being flexible in your approach.
- The ability to work on your own and take appropriate initiative whilst recognising your need to access help and support when needed through your line manager and SPLW team members when necessary.
- Being able to recognise and act on situations which needed to be escalated to your line manager
- To be self-motivated and approachable
- A willingness to integrate with the wider team of Social Prescribing Link Workers in the borough
- Reporting gaps in provision to the Head of Social Prescribing at One Westminster
- Managing a caseload of clients from referral to assessment through to hand holding into services or activities.
- Following confidentiality procedures, risk assessment procedures and safeguarding procedures
- A willingness to attend training when it is needed
- Attending the Health and Wellbeing Network
- Building a relationship with Voluntary and Community Sector organisations. As well as key stakeholders for Social Prescribing.





- Co-ordinating volunteers for accompanying patients to appointments
- Travelling occasionally in the borough of Westminster
- Be an active member of the multidisciplinary team within the Primary Care Network, attending a range of meetings to offer input around social prescribing including multi-disciplinary team meetings in practices, Care Navigator team meetings and One Westminster team meetings.

#### **Providing Individualised care to patients**

- The ability to listen keenly and take notes in order to put together a care package of activities and / or services for patients during one-to-one assessment.
- The ability to come along side patients and empathise with patients' difficulties.
- Being intuitive about identifying creative alternative solutions where no service or activity seems to fit their exacting need in the borough.
- The desire to create a good rapport and adapt communication styles when working with patients with varying need.

#### **Supporting an increase in community resilience**

- Identifying gaps in services and activities and working with the One Westminster and the Primary Carer Networks to fill the gap.
- Supporting Arabic speaking patients to determine their social needs and working with providers to integrate them into the provision.

#### **General**

- Working with the line manager of the post to identify training needs and undertake continuing professional development as appropriate.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Work with your line manager to access regular 'supervision', to enable you to deal effectively with the difficult issues that people present.





- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.
- Undertake other duties as may be reasonably required within the general terms of the job description.
- COVID-19 adaptations to the role are currently in place with remote working. However, the expectation is this could change to a COVID-secure role, where employees are asked to work from the GP surgery in a COVID-secure manner. We don't currently have any plans for this adaptation, but it is important to consider the possibility when applying for this role.
- In the absence of COVID-19 restrictions on meeting colleagues, the team meets up once every 6 weeks to take part in socially distanced team-building days.

A standard DBS check will be conducted on conditional offer of the job role





## ARABIC-SPEAKING SOCIAL PRESCRIBING – LINK WORKER

### PERSON SPECIFICATION

The post-holder will need to demonstrate that they have the skills and experience in each of the following areas and will be required to respond to each of the requirements listed below.

REQUIREMENTS	E/D	HOW TESTED?  Application Form/Interview/Reference/Test
<b>QUALIFICATIONS AND TRAINING</b>		
<ul style="list-style-type: none"> <li>NVQ Level 3 in health care or equivalent in a relevant field</li> </ul>	D	Application
<ul style="list-style-type: none"> <li>Higher education qualification relevant to the role</li> </ul>	D	Application
<ul style="list-style-type: none"> <li>Evidence of continued professional development appropriate to the role</li> </ul>	E	Application/Interview
<b>KNOWLEDGE AND SKILLS</b>		
<ul style="list-style-type: none"> <li>Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including a strong understanding of information governance and GDPR requirements</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>A thorough understanding of safeguarding issues for adults and children including high levels of confidence in appropriately raising safeguarding concerns in line with local policies</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>Ability to prioritise and organise own work-load</li> </ul>	E	Application/Interview





<ul style="list-style-type: none"> <li>• Knowledge of the 'wider determinants of health' and their impact on communities</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Ability to evaluate and implement appropriate service developments with support from managers</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills, able to communicate with people at a range of levels</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Ability to work independently, under pressure with flexibility</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Excellent team working skills</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• A clear understanding of the principles of health improvement and behaviour change</li> </ul>	D	Application/Interview
<ul style="list-style-type: none"> <li>• An understanding of the community services available in Westminster</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Willing to occasionally work flexibly outside normal working hours to meet the needs of the service</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Good IT skills, confident in using a range of IT platforms, applications and devices</li> </ul>	E	Application/Interview
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>• Experience of working with challenging client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc.</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of supporting and empowering individuals to make positive changes in their lives</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of working as part of a multi-disciplinary team in a range of settings</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experiencing of managing and prioritising a case load of clients with competing demands</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Experience of using databases, developing evaluation materials &amp; reports</li> </ul>	D	Application/Interview





<ul style="list-style-type: none"> <li>• Experience of working collaboratively, across organisations to build relationships and improve outcomes for clients</li> </ul>	E	Application/Interview
<b>PERSONAL REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>• Self-motivated, resilient and a resourceful problem solver</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• High levels of emotional intelligence able to quickly build rapport and positive working relationships</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Fluent in speaking Arabic</li> </ul>	E	Application/Interview
<ul style="list-style-type: none"> <li>• Fluent in understanding Modern Standard Arabic</li> </ul>	E	Application/ Interview
<ul style="list-style-type: none"> <li>• High proficiency in writing and reading Modern Standard Arabic</li> </ul>	E	Application/ Interview

