



Link Worker

Supporting Children with Neurodisability

Candidate Pack

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Welcome

Dear Candidate,

Thank you for your interest in this incredibly exciting and unique opportunity which has arisen as a result of a partnership between the Great North Children's Hospital (GNCH) and Ways to Wellness. The project will be supporting children and young people with neurodisability. There are two 0.6WTE posts, which are jointly funded by Ways to Wellness and the GNCH Foundation. The project will provide social prescribing link worker services to children with neurodisability and their families – linking the hospital and community settings.

Successful candidates will be working flexibly with GNCH and Ways to Wellness leading the way in this unique project and supporting these innovative and forward thinking organisations to make a difference in the lives of some of the most vulnerable people in our communities.

Ways to Wellness currently delivers social prescribing 'at scale' for people with long-term health conditions living in Newcastle upon Tyne. We are proud of the impact of this work over the past six years, both in terms of improved patient wellbeing and reduced hospital costs. Our history and achievements are captured in our new report 'Ways to Wellness the First Six Years'.

We are now looking to the future, working with forward-looking partners such as GNCH. We are ambitious that Ways to Wellness continues to provide non-medical solutions that reduce health inequalities in health and social care. We want to do this by developing and testing innovative solutions to the complex problems faced by our health and social care services. We will create strong, evidence-based delivery models and focus on collaborating with the VCSE sector to support long term sustainability.

The Great North Children's Hospital (GNCH) is one of the four largest Children's hospitals in the UK. Which provides a full range of tailored children's health services to children from across the north of England and beyond. Annually 32,000 children attend as inpatients, 44,000 children visit our Paediatric Emergency Department, 150,000 children have outpatient appointments and 15,000 attend as day cases. We are the only children's tertiary and training hospital in England to be rated 'Outstanding' by the Quality and Care Commission. We are acutely focussed on ensuring that each and every child receives the very best level of care. This includes children from our region and beyond.

This is a unique project, that will break new ground in exploring how social prescribing can support children and families in these circumstances. We hope this will be the first



of many projects that will explore the potential of social prescribing for different people, and in different settings.

You will join a friendly and committed team of five people, forming the first link worker team to be employed directly by Ways to Wellness. The roles will be based at the Great North Children's Hospital.

We receive a significant amount of local and national attention for our service, and we are ambitious to build on this with these and other innovative projects in the future. This is an excellent opportunity for the right people to play their part in this journey.

We look forward to hearing from you. If you have any queries please contact our Business and Finance Administrator, Cherry Johnson, at cherry.johnson@waystowellness.org.uk.

Yours Sincerely,

Sandra Mitchell-Phillips

Chief Executive, Ways to Wellness

Dr Anna Basu

Great North Children's Hospital



Job Description: Social Prescribing Link Worker

Job title:	Link Worker
Accountable to:	Social Prescribing Project Lead
Responsible for:	Delivery of high quality social prescribing services to children with neurodisability and their families
Base:	Great North Children's Hospital

Job purpose/summary

Social prescribing empowers people to take control of their health and wellbeing through referral to 'link workers' who provide non-medical support that focuses on 'what matters to me' and takes a holistic approach to an individual's health and wellbeing, connecting people to community groups and statutory services for practical and emotional support.

We looking for two enthusiastic and motivated Link Workers to join our team for a new pilot project based in the Great North Children's Hospital supporting children and young people with neurodisability and their families. Providing personalised, practical support to individuals, their families and carers will enable them to make decisions that will improve their health and wellbeing outcomes. The project will provide an essential link between the health and social care needs of patients and their families.

The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by individuals on the caseload. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to health care professionals, when the person's needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.

The post holders will work closely with a variety of youth support workers and Bridges school teachers and will liaise with community and voluntary organisations across the geographical patch and the wider programme. Excellent communication skills and local knowledge are essential in order to engage and work with children, young people and their families. Willingness to undertake mandatory and role specific training within a specified timescale will also be essential.

Successful candidates will be predominantly based in the Great North Children's Hospital and will be required to comply with the Newcastle Hospitals Policies as



appropriate including complying with Infection control, health and safety confidentiality policies. Among your key contacts Anna Basu (Honorary Consultant Paediatric Neurologist) will provide guidance, and you will work with Bridges School to identify which children to work with.

Main Duties

- Work as part of a multi-disciplinary team to develop person centred, community based personalised care and support plans for clients. Help people identify wider issues that impact on their health and wellbeing such as loneliness, self-care, low income, housing and caring responsibilities and link them to appropriate services and support.
- Promote social prescribing, its role in self-management, and the wider determinants of health. Coaching colleagues in the principles of social prescribing.
- Work unsupervised in a manner that promotes excellent care and experience, while recognising professional and organisational requirements and boundaries.
- Be professional with people, colleagues, volunteers and professionals at all times.
- Have an understanding of the evidence base around self-management support and person-centred care.
- Adopt our quality improvement methodology and seek to continuously improve our systems for the value of our clients.

Provide personalised support

- Act as an advocate for the patient, guiding them through the complex journey with a multi-faceted approach that results in appropriate use of scheduled and unscheduled care services.
- Deliver support face to face, over the phone or online either at hospital (in line with current hospital guidance) or a location agreed with the patient including home visits where appropriate.
- Be familiar and up-to date with the wider offer from local or national health, social care and voluntary sector organisations, as relevant to people.
- Where appropriate, physically introduce people to community groups, activities and statutory services, ensuring they are comfortable. Follow up to ensure they are happy, able to engage, included and receiving good support.
- Seek advice and support from the clinical and wider hospital team to discuss patient-related concerns (e.g. abuse, domestic violence and support with mental health), referring the patient back to a suitable health professional if required.



Support community groups and the wider team

- Develop robust and active relationships with care teams and connect well with other partners. Forge strong links with partner organisations, community, and neighbourhood level groups. Contribute to the mapping of available assets.
- Recognise and where possible remedy gaps in provision by sharing intelligence, regarding shortfalls or problems in local provision, with commissioners and local authorities.
- Attend relevant meetings such as Multi Disciplinary Teams (MDTs) to become part of the wider network team, giving information and feedback on social prescribing. Provide hospital colleagues with regular updates about social prescribing, including training for their staff and how to access information and proactively encouraging appropriate referrals.
- Attend in house training provided by Newcastle Hospitals as required.
- Encourage patients, their families and carers, who have been connected to community support through social prescribing to volunteer and give their time freely to others, providing peer support, building their skills and confidence, and strengthening community resilience.

Data capture and clinical governance

- Ensure accurate reporting and data collection, where appropriate. Encourage individuals, families and carers to provide feedback and to share their stories about the impact of social prescribing on their lives, while meeting confidentiality and communication policies of Newcastle Hospitals.
- Contribute to the monitoring and implementation of all policies and systems as they relate to service delivery, in particular: health and safety, safeguarding, vulnerable adults and lone working.
- Ensure regular review of risks and issues that could impact on individual care and wider service delivery.
- Seek regular feedback about the quality of service and impact of social prescribing. Provide appropriate feedback to referrers about the people they referred.
- Follow agreed and set processes to record data and demonstrate clear outcomes and impact in line with funding requirements.
- Adhere to GDPR and Data Protection requirements at all times.
- Produce relevant reports to both your line manager and others if appropriate.



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Professional Development

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
- Undertake relevant training as required.
- Work with your line manager to access 'clinical supervision', to enable you to deal effectively with the difficult issues that people present.
- Engage in developing professional relationships with the wider team.
- Work to demonstrate effective, professional and respectful communication within the team and organisation.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.

This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.

Person Specification: Social Prescribing Link Worker

Qualifications

Essential:

- Relevant level 3 qualification in mental health / wellbeing or youth work. e.g. NVQ3 / Foundation degree / Higher National Diploma or equivalent relevant experience.
- Good overall topic-based training covering a range of health and wellbeing disciplines.

Desirable:

- RSPH Level 2 Understanding Health Improvement.
- Training in motivational interviewing or equivalent relevant experience
- Level 2 Health Trainer Qualification - Understanding Health Improvement (Royal Institute of Public Health)
- Information, Advice or Guidance Certificate Level 2
- Social Prescribing Link Worker Qualification



Skills

Essential:

- Excellent communication, interpersonal and listening skills.
- Skills to listen, influence, negotiate and motivate individuals in relation to health-related behaviours.
- Understanding of how to deliver high quality, personalised support to individuals, their families and their carers in a way that develops trust and helps them to focus on 'what matters to me'. Strong awareness and understanding of when it is appropriate/necessary to refer people back to other health professionals/agencies.
- Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities.
- Knowledge of the personalised care approach.
- Knowledge of IT systems, including Office, Outlook and the internet.
- Knowledge of health and lifestyle issues relating to mental wellbeing and mental health (gained through practical experience and/or a health-related qualification).
- Sound understanding of the challenges faced by those with poor health literacy and the ability to support individuals to develop appropriate skills.
- Adaptable and flexible approach – an interest in/willingness to share learning with other Ways to Wellness projects and team members, as well as external partners.
- Ability to handle sensitive data with confidentiality.
- Ability to act upon own initiative, respond to changing situations.
- Good organisational and time management skills.

Desirable:

- Knowledge of the community resources available to children with neurodisability and their families.

Experience

Essential:

- Proven track record of engagement with people on to one basis and/or in groups.
- Demonstrable excellent knowledge of the local community.
- Experience of working in Link Worker role or similar.

Desirable:

- Understanding of the needs of children with neurodisability.
- Previous experience of working with children young people or families.
- Previous experience of working in a health care setting.
- Understanding of Neurodisability.



Terms and Conditions

- Salary: £23,000 – £25,000 per annum (pro rata), depending on experience.
- Contract: Permanent.
- Hours: Part-time 0.6 WTE 22.2 hours per week. Flexible working will be considered.
Work outside of core hours (9am to 5pm) will occasionally be required.
- Holidays: 25 days paid holiday (pro rata for part time) plus Bank Holidays.
- Pension: Ways to Wellness will contribute up to the equivalent of 5% of your gross salary to match your equivalent contribution.
- Base: This role will be based within the Great North Children's Hospital, with some opportunity to work from home or our central office at the Centre for Aging and Vitality, Nuns Moor Road, Newcastle.
- DBS checks: Due to the nature of these roles, an enhanced Disclosure and Barring check will be carried out on all successful applicants. Under section 4(2) of the Rehabilitation of Offenders Act 1974 (Exception Order 1975) all spent convictions must be declared.
- Expenses: Ways to Wellness will pay for staff travel and subsistence if an employee is requested to travel as part of their role (outside of commuting to work).

Application Requirements & Recruitment Timetable

To apply please send a completed application form detailing your reasons for applying to the role as well as the match between your skills and experience and the job description and person specification. Please send your application by email to cherry.johnson@waystowellness.org.uk.

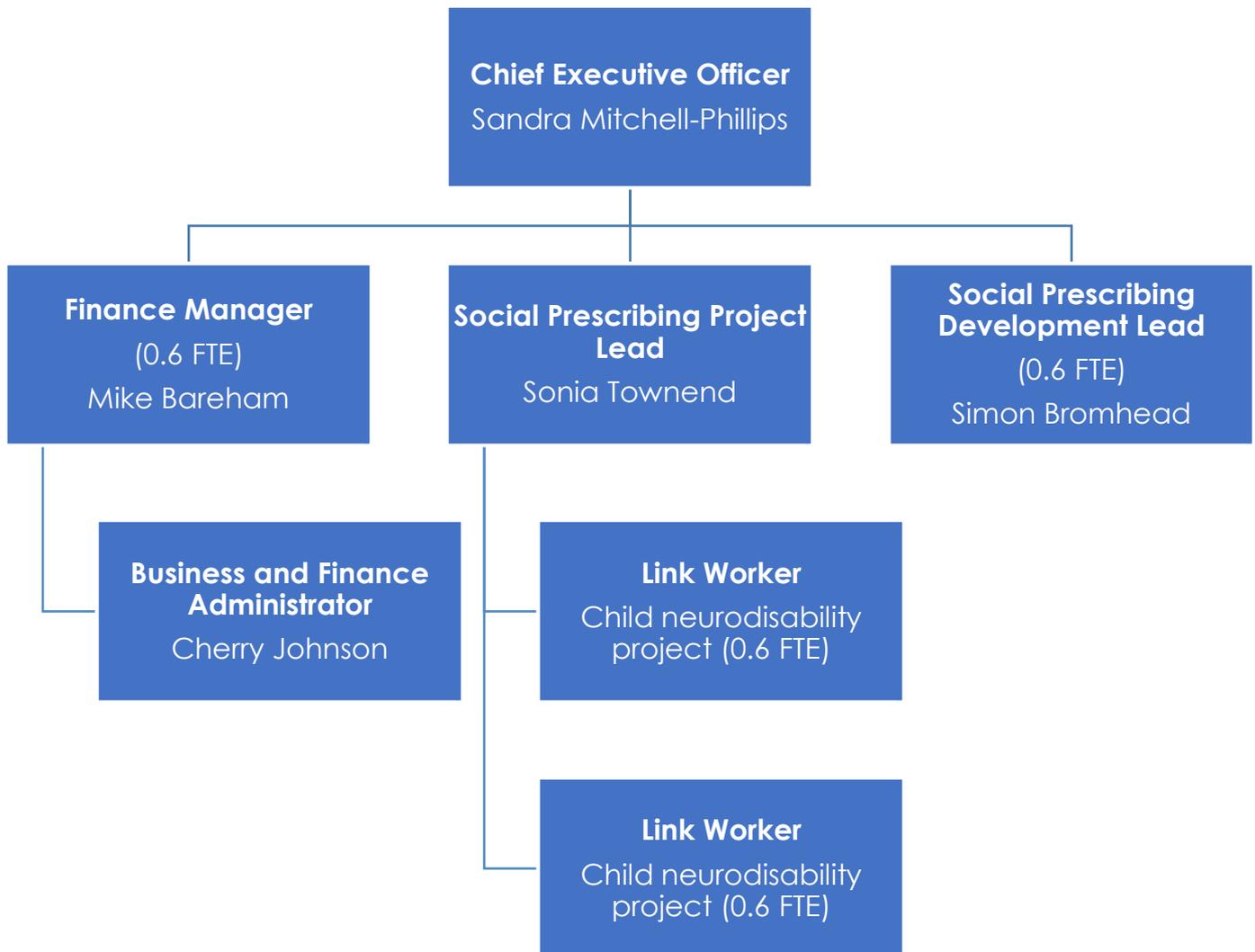
Deadline for Receipt of Applications: 9am, 6th December 2021

Interview Date: 17th December 2021

Please assume that if you have not heard from us by the 10th December then unfortunately your application has not been successful.



Ways to Wellness Organogram



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