
Recruitment information

Job description and person specification

Your title Social Prescribing Support Officer - West Elmbridge

DBS Check This post requires an Enhanced Adult check.

The aspects of this role that require this level of check are: the officer is supporting vulnerable adults individually on a one to one basis to improve the wellbeing of the vulnerable adults.

Your team Community Support Services

Post number PRN000249

You would be based Civic Centre, Esher and at surgeries in the West of Elmbridge

Your line manager Voluntary Sector and Engagement Manager



Elmbridge Borough Council

... bridging the communities ...

About the role

We are seeking a committed, well-organised officer who can support the community support services division with the Social Prescribing service in West Elmbridge by supporting Walton and Hershams Primary Care Network. The post-holder will be passionate about supporting individuals in the community, with the ability to work on their own initiative.

Community Support Services is a frontline service that strives to meet our customers' needs in many aspects of their lives from community based social activities and support services supporting frail older people including people with a Memory Loss Condition, Learning Disability and Carers. Other support services include Meals on Wheels, (that could also include tea time and breakfast services delivered at the same time) Community Transport, Dial A Ride, Hire A Bus, Taxi Vouchers, Community Alarm and Technology Services, support for the voluntary sector in terms of funding and officer support and volunteering across our services.

The main purpose of the role

- To support Community Support Services in providing social prescribing to people in the West of the borough (covered by the Walton and Hershams Primary Care Network), some of whom will be vulnerable.
- To support individuals who have non-medical needs/social needs, work out "what matters to them" and empower individuals to improve their health and wellbeing by connecting and signposting to community services.
- To maintain an excellent knowledge base of support available in the borough which is relevant to the service e.g. befriending, social activities/groups, exercise classes/sessions.
- To maintain an excellent knowledge base of support provided by the Council in relation to the service.
- To provide excellent sign posting and motivational coaching to those people referred to the service to maximise outcomes.
- To reduce social isolation in adults.
- To work in partnership with the voluntary, community and faith sector to effectively deliver the service.
- To promote social prescribing, its role in self-management, and the wider determinants of health.
- To develop a good working relationship with the Walton and Hershams Primary Care Network.

Specific duties and responsibilities

- To receive referrals for the service from the Walton and Hersham Primary Care Network and action in a timely way ensuring the Council actions the referrals within the agreed contract time scales.
- To meet residents, on a one to one basis, and allow them time to tell their stories and find out “what matters to them”. Help people identify the wider issues that are impacting on their health. Support people to regain their independence.
- To work with individuals to co-produce a simple personalised support plan to address the person’s health and wellbeing needs.
- To undertake follow up appointments where appropriate.
- Where people may be eligible for a personal health budget, help them to explore this option as a way of providing funded, personalised support to be independent, including helping people to gain skills for meaningful employment, where appropriate.
- Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing.
- Encourage people, their families and carers to provide feedback and share their stories about the impact of social prescribing on their lives.
- To screen referrals and either refer back to the Walton and Hersham Primary Network (if the referral is inappropriate for the service) or support the patient.
- To work with Walton and Hersham Primary Care Network in delivering the service at several community locations within the west of the borough including GP surgeries. Build relationships with staff in GP surgeries and attend relevant meetings providing information on the service and provide feedback on social prescribing. To attend relevant meetings with Walton and Hersham Primary Care Network and partners.
- To seek advice and support from the Walton and Hersham Primary Care Network and/or relevant individual(s) to discuss related concerns (e.g. abuse, domestic violence and support with mental health) of the person referred, referring the person back to the Walton and Hersham Primary Care Network or other suitable health professional organisation if required.
- To effectively monitor the service using the established monitoring forms and complete all administration work relevant to the service.
- To work in partnership with the local voluntary, community and faith sector to ensure a robust referral system is in place and that waiting lists are identified. To ensure Walton and Hersham Primary Care Network provide appropriate information about the person they are referring. Provide appropriate feedback to Walton and Hersham Primary Care Network about the patients they have referred.
- Support the council in identifying unmet needs in the voluntary, community and faith sector.
- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety.
- To work as part of the Community Support Services Team to seek feedback, continually to improve the service and contribute to business planning.

- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring the 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 level of responsibility.
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What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

**Insert title: Social Prescribing Support
Officer - West**

Post No: PRN000249

Team: Community Support Services

Hours: 36 - two year fixed term contract

Salary: £22,955 – £25,278pa pro rata

Car Allowance: C2

Scale Point:4

Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
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Qualifications and Education			
1.	Numeratorate and literate to GCSE or equivalent standard. Must include GCSE maths and English to grade C or above.	Essential	A and I
	NVQ Level 3, Advanced level or equivalent qualifications or working towards	Desirable	A and I
	Received training in motivational coaching and interviewing or equivalent experience	Desirable	A and I

Experience			
2.	Experience is working directly with the community, adult health and social care, voluntary, community and faith sector	Essential	A and I
3.	Experience in supporting people with their mental health (low need) either paid or unpaid capacity	Essential	A and I
4.	Experience of data collection and using tools to measure the impact of the services e.g. the Outcome Star	Desirable	A and I
5.	Experience of partnership/collaborative working.	Desirable	A and I

Knowledge, skills and abilities			
6.	Ability to use MS Office packages (Word, emails, Excel and the internet primarily)	Essential	A and I
7.	Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals and their carers	Essential	A and I
8.	Communicates effectively both verbally and in writing with people, their families, carers community groups, partners and stakeholders	Essential	A and I
9.	Knowledge of the local voluntary, community and faith sector	Desirable	A and I
10.	Able to work alone or as part of a team	Essential	A and I
11.	Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way	Essential	A and I
12.	Ability to identify risk assess/manage risk when working with individuals	Essential	A and I
13	Ability to maintain effective working relationships and to promote collaborative practice with all partners/colleagues	Desirable	A and I

Special requirements			
14.	Flexible with respect to working hours	Essential	A and I
15.	An enhanced Adult DBS check is required for this role. This will be obtained after the post has been offered.	Essential	A and I
16.	Requirement to undertake visits throughout the Borough and therefore access to a vehicle is required	Essential	A and I