



JOB DESCRIPTION

Job Title:	Social Prescription Lead (SPL)
Job Grade/Salary:	Care + 5 £27,724 per annum
Contract Duration:	FIXED TERM - 15 months from start date
Core Working Hours per week:	35hrs (Needs to include some flexibility to allow out of hours work)
Reporting to:	CEO

Job Summary

The post holder will be responsible for the set up and delivery of the Social Prescriber project within the South of Hammersmith and Fulham with a focus on the areas in and around the North End Ward, providing a referral system for patients living in the Borough from GPs and other Healthcare professionals in the area. The role will require coproducing a social prescription with individuals referred to the service, which provides the individual with positive health and wellbeing outcomes through addressing non-medical/social issues in their life, such as housing, debt or isolation. The SPL then supports the individual over a time limited period to achieve the goals outlined in the Social Prescription. The role requires extensive liaison with statutory and non-statutory services, to both generate referrals into the service and to enable access to relevant local services for the individual as part of the social prescription.

Detailed Responsibilities

Service Set-up

- Work with health professionals to implement referral and feedback mechanisms
- Develop a comprehensive knowledge of wider support services for people with high support needs including; social isolation, wellbeing, housing, unemployment, welfare benefits.
- Extend and develop the menu of services prescribed in the form of a directory.
- Liaise with health professionals to increase visibility of the project and to ensure information is up to date and relevant Establish a robust patient flow process from referral to delivery of outcomes for referred people.
- Develop and implement a communication strategy to ensure all stakeholders are informed and aware of the project and their roles within it.
- Report risks and Implement actions as directed by the line manager /steering group
- Develop and maintain systems to keep accurate records relating to the delivery of Social Prescriber service
- To work with North End Road Surgery to ensure appropriate IT for both referral and ongoing client management is put in place.

- To liaise with, and report to, North End Road social prescription steering group on set up progress.
- Develop and implement a process to give feedback to referrers
- To create appropriate tools that enable effective referral and client engagement.

External Partners and Communication

- Maintain effective relationships with Health and Social Care professionals, Information, Advice and Guidance Services, support services, stakeholders and partners
- Maintain good communication with clients and, where appropriate, their families/carers
- Recognise people's needs for different methods of communication and respond accordingly
- Liaise with our voluntary sector partner to facilitate effective communication and activities with voluntary sector groups.
- To produce marketing materials, attend event and outreach where necessary to promote the service.
- Where necessary provide training/briefing sessions to external providers on the service

Service Delivery

- Act as the central point of contact for all referrals to Social Prescriber service
- Provide information, advice and guidance to referred client, including signposting where appropriate
- Undertake initial assessments; jointly identify goals and develop personalised plans with clients
- Over a time limited period to empower clients to reach the goals within the social prescription.
- To develop group or peer support sessions that may empower clients to reach their goals.
- Work closely with all stakeholders and referred people to maintain flow of work and relationships.
- Develop and maintain a client database
- Engage across GP practices in the area on a regular basis..
- To adhere to all of Mind's internal policies and procedures and in particular to ensure compliance with data Protection, Health and safety and safeguarding policy and best practice
- To monitor developments within the area of social prescription at a national level and to ensure that this is fed in, where possible to local activity.
- On an ongoing basis to develop tools and models for client engagement that address wellbeing, asset mapping, signposting, empowerment, and self-help.
- To develop an operational manual that describes the operation of the service, which could in future aid extension/roll out of service.
- To ensure that all clients are effectively inducted into the project with specific reference to health and safety, safeguarding, data protection and codes of conduct.

Monitoring, Report and Evaluation

- Monitor and evaluate the effectiveness of the service against agreed targets
- Produce and submit service reports in the agreed format and in accordance with agreed timetables

Additional Responsibilities

- Adhere to the Employers' policies and procedures at all times including Equality and Diversity, Health and Safety, Confidentiality, Lone Working and Safeguarding
- Ensure the Social Prescriber service reflects our vision, mission and values
- Responsible for producing own correspondence, performing and maintaining administrative tasks
- Undertake any other additional tasks as reasonably deemed appropriate
- in line with Hammersmith and Fulham mind's policy and procedures to attend regular line management supervision, staff days and any other tasks and responsibilities outlined in HFM's operational handbook.

Training

Training will be provided and as part of Hammersmith and Fulham Mind's Induction the following training will be compulsory and we aim to have you trained within the first six months;

- Safeguarding
- Breakaway
- Dealing with Difficult and/or Disturbing Behaviour
- Mental Health Awareness
- Emotional Intelligence
- Equality and Diversity
- Health and Safety

PERSON SPECIFICATION

The successful candidate will have the following essential qualifications, experience, skills and personal attributes:

Qualifications:

- Relevant degree qualification or equivalent in Health and/or Information Advice and Guidance
- Significant experience (minimum four years) of developing and delivering community projects which support clients with complex needs

Experience

- Experiencing of developing and maintaining relationships with clients
- Working with a range of health, social care professionals and voluntary and community sector organisations
- Project management experience – project delivery to time specification and within budget
- Experience of developing and maintaining partnerships with a range of stakeholders
- Working in a framework of confidentiality and with access to sensitive personal data
- Experience of working in a diverse multi-racial and cultural environment

Knowledge and Skills

- Ability to assist in the development and delivery of quality services
- Ability to analyse data and reports and address these with appropriate actions
- Excellent co-ordination and organisational skills
- attention to detail, managing multiple tasks and working to tight deadlines
- Computer literate including good working knowledge of Microsoft Office (Word, Excel and Outlook)
- Good interpersonal and communication skills face to face, by phone and in written form
- Ability to work unsupervised and to make decisions while prioritising ever changing work loads
- High level of verbal and written communication skills

Personal Attributes

- Discretion in handling of all sensitive data
- Integrity
- Time keeping