



Social Prescriber (Link Worker)

Job pack

Want to chat about this role?

If you want to chat about the role further, you can contact Charlie Young by emailing c.young@arunchichestercab.org.uk or calling 01243 866233

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.



The purpose of the role

For more than 2 years, ACCA have delivered a Social Prescribing service to Littlehampton residents, funded by the local Primary Care Network. We are seeking a Social Prescriber to join our team.

Our team receives referrals from a client's GP surgery, or other professional, when a non-clinical or social need is identified by them. We ask clients what matters to them and create a plan based around their goals. Our service ranges from "light touch" signposting, through to "hand holding", with the goal always being to empower clients and improve their wellbeing.

You'll "walk beside" clients as they navigate their way through systems and services, helping to keep them engaged and motivated, and changing direction when needed. You'll become an expert on the Littlehampton community and build great relationships with other stakeholders.

It's important that you're able to think on your feet and work independently, whilst knowing when you need support and what to do when you're presented with difficult situations. Professional boundaries are very important in this role, so you'll need balance building a rapport that allows the client to share freely without becoming dependent on you.

Role profile

KEY DUTIES/ACCOUNTABILITIES

1. To interview clients in person, over the phone or through other channels, helping the client to identify what matters to them.
2. Use techniques such as motivational interviewing to motivate clients and evoke change talk.
3. To link clients to the services that will improve their wellbeing.
4. To manage casework via telephone, email, post and video call in a variety of locations.
5. To undertake a holistic approach to the client and deal with related issues as well as the presenting issues.
6. To undertake work on clients' behalf, write letters and negotiate with third parties.
7. To maintain clear and accurate case records that meets the quality standards of the Membership Scheme.
8. To maintain records as required for continuity of casework, information retrieval, statistical monitoring, accountability and report preparation.

9. To seek support as necessary to ensure quality of advice, good practice and that the degree of casework taken on is appropriate.
10. To utilise an internal referral system within ACCA.

TRAINING

1. Keep up to date with new training provided by NHSE.
2. Keep up to date with all the regular Citizens Advice circulars and information items.
3. Attend regular internal training to develop knowledge, skills and expertise.
4. Participate constructively in team meetings.
5. Use computers in areas relevant to the post. The post holder must be willing to undergo training in Information & Communication Technology and case management software and apply it as needed to carry out the tasks of the post.

SOCIAL POLICY

1. Recognise the root causes of problems and contribute social policy evidence in line with the twin aims of the Citizens Advice service, highlighting issues of particular concern to disadvantaged groups and clients in general.
2. Participate in local and regional social policy initiatives developed by ACCA, its projects and partner organisations.

ADMINISTRATION

1. Ensure that the information sources in use are up to date.
2. Maintain statistics and analysis of work in accordance with ACCA procedures and funding conditions.
3. Be responsible for own file management and letter writing and implement administrative procedures as directed by Line Manager.
4. Record outcomes on the database throughout the case management process.
5. Contribute to reports for Line Manager giving update of project, including all financial outcomes and a sample of case studies.

POLICIES OF CITIZENS ADVICE

1. The post holder must understand and be committed to the aims, principles and policies of Citizens Advice and the ACCA service.
2. The post holder must have due regard in the planning and execution of their duties and at all times to the aims, principles and policies of ACCA and Citizens Advice.

Essential:

- Able to work unsupervised
- Non-judgemental
- Willing to reflect on and adapt practice
- Experience of working 1-to-1 with a wide variety of people
- A good understanding of the aims and practice of Social Prescribing

Desirable

- Understanding/experience of Motivational Interviewing
- Knowledge of the Littlehampton community



Person specification

1. Understanding of and commitment to the aims and principles of the Citizens Advice service, and how they relate to this role.
2. Understanding of and commitment to the equity, diversity, and inclusion goals of the Citizens Advice service, and how they relate to this role.
3. A willingness to learn, develop and reflect on practice.
4. Excellent interpersonal skills, including the ability to relate and work with a large variety of different people.
5. Ability to monitor and maintain own standards.
6. Understanding of how professional boundaries are implemented in practice.
7. Confident in using Office365.
8. Understanding of what a person-centred approach looks like.
9. Able to remain motivated when working independently and with minimal supervision.

10. Knowledge and understanding of the problems people face in our local community.

What we give our staff

- 20 days' annual leave FTE (+ bank holidays)
- Workplace pension available
- Employee Assistance Programme
- Commitment to continued professional development
- Supportive and flexible employer
- An opportunity to work within a team that is friendly, forward thinking and passionate about helping our community