

Living Well Worker Job Description

Job Purpose

The role of the Living Well Worker is to support the provision, coordination and development of Social Prescribing; supporting individuals and families to access support within their local community from community, voluntary and public-sector organisations.

The Living Well Worker will contribute to the wider early help and prevention approach, by supporting the development of strong, resilient and sustainable communities.

Social Prescribing

The primary part of the role is that of being a “social prescriber”. Working closely with a wide range of partners including GPs and other healthcare professionals. The Social Prescribing service aims to address non-medical issues that may be causing or exacerbating health problems (e.g. debt, poor housing, mental ill health, social isolation, etc). The post holder will advise and support individuals on a 1:1 basis, with the aim that they will experience improved health and wellbeing. This is time limited, which encourages self-service and empowers them to take charge of their next steps.

The post holder will help service users to identify their social, well-being and health goals and to locate resources such as voluntary groups, support services and activity clubs within their community that can assist the individual to achieve those goals. This requires the post holder to gather information and to understand what resources are available within the community and to signpost or refer people to these resources.

The role requires close working with health and social care providers to maximise the individual’s potential to reduce or delay more formal packages of care and to reduce demand in primary care and other statutory services.

Main duties and responsibilities

- Offering 1:1 holistic assessments by face to face, telephone, email or video calling (or any other digital platform) to proactively identify the needs of the individual or family.
- Build relationships with staff from primary care and broader health and social care services so that staff are familiar with the concept of Social Prescribing, understand how to access Social Prescribing and feel confident to do so.
- To deliver support through a person-centred approach with the service user enabling them to identify a suitable solution and make informed choices.
- Where appropriate, and with the service user’s consent, supporting individuals to represent their interests to third parties.
- Support connections to local groups and voluntary organisations by providing information and supporting attendance to activities and events.

- To work with individuals to improve their confidence, knowledge and skills to maintain their independence.
- To forge strong links with local voluntary and community sector providers of health and well-being activities to promote access to services for people.
- To work closely with health and social care teams, attend relevant meetings and provide information and feedback on Social Prescribing.
- To use appropriate systems for the referral of clients to other services and follow the policies and procedures associated with their use.
- To report on any gaps in community resources that become apparent when carrying out Social Prescribing.
- To support voluntary sector organisations to develop new community-based programmes and activities which aim to improve health and well-being and promote self-help.
- To promote and raise awareness of local opportunities available
- To create opportunities and social networks for individuals and families to meet, connect and thrive through building positive, supportive and enabling relationships.
- Improve awareness of opportunities for residents to participate in, and have a say in their local community.
- To forge strong operational links with the local Help Hubs and other appropriate partners to effectively reach out to and engage with individuals, and families through a range of activities.
- To maintain expertise in identifying and undertaking continual personal and professional development.
- To assist with meeting project targets as relevant at the time, and to ensure high-quality record keeping, monitoring, and project evaluation.
- To maintain satisfactory records of all work undertaken in line with information governance policies and procedures, contributing to the collection of monitoring information and preparation of progress reports.
- To act on all safeguarding concerns about individuals in accordance with the local procedures.
- To undertake any roles or tasks that are consistent with the level of the post and fall within the scope of the role thereby ensuring that the overall business and operational priorities of the project are delivered in a timely and effective manner.
- To understand the importance of social welfare issues as a non-medical determinant of health and maintain key relationships with accredited advice
- To develop a working knowledge and ability to address entitlements to benefits and social welfare issues.

Use a range of behavioural change techniques such as motivational interviewing and strength-based approaches to help service users determine and achieve their goals **Whilst every effort has been made to outline all the main duties and responsibilities of the post, the role of the Living Well Worker is a newly created post and may be updated as the service and role develop.**

Person Specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential but may be used to distinguish between acceptable candidates.

Personal Skills/Characteristics	Essential	Desirable
Experience		
Experience of supporting individuals and / or families on a 1:1 basis	?	✓
Experience of delivering coaching, motivational interviewing or similar behaviours change approaches		?
Experience of working directly with people within or with the voluntary, community or health sector in a paid or voluntary capacity		?
Experience of monitoring and evaluation	?	✓
Experience of building relationships and working in partnership with a variety of organisations and individuals		?
Qualifications & Training		
Basic skills at level 3	?	✓
Coaching or mentoring qualifications		?
Ability to demonstrate continuous improvement and self-development	?	✓
Training in behavioural change technique such as motivational interviewing.		?

Special Skills/Knowledge		
Knowledge of the wider determinants of health, including social, economic and environmental factors	?	✓
Knowledge of social welfare advice	?	✓
Understanding of issues around mild to moderate mental health needs.	?	✓
An understanding of community development approaches to health and well-being issues	?	✓
Ability to express oneself effectively verbally and in writing at a range of levels and with a variety of partners and stakeholders	✓ ?	
Knowledge and ability to utilise IT systems including word-processing skills, email, internet use.	?	✓
Knowledge of voluntary and community services in Norfolk and/or how to find out about local services and how to support people to access them	?	✓
Understanding of personalisation and the skills required to support individuals to make informed decisions about their health and wellbeing	?	✓
Personal Qualities		
Ability to maintain effective working relationships and a positive attitude towards collaborative work with peers, colleagues and other professionals. Proven ability to interact with people in a way that inspires trust and confidence. Ability to motivate and influence others.	?	✓
Energy, commitment and ability to lead and finish work.	✓ ?	
Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines.	?	✓
High level of written and oral communication skills.	?	✓
Ability to work flexibly and enthusiastically within a team or on own initiative.	?	✓
Knowledge of and ability to work to policy and procedures	?	✓

Personal Circumstances		
A satisfactory Disclosure and Barring Service (DBS) check	?	✓
Willingness to work flexible hours when required to meet work demands	?	✓
Other Requirements		
Access to own method of transport to be able to travel across the locality on a regular basis	?	✓