



JOB DESCRIPTION

Post: Community Connector - MAST

Hours of work: 32 hours per week (days and times to be agreed). This role has an essential requirement to work occasional weekend and evening work

Salary: £24,496 - £26,845 (NICVA 2023 Range - Scale 5 Points 12-17)

Holiday Entitlement: 36 days per annum pro-rata including 8 bank holidays

Employer: Board of Directors Keighley Healthy Living (KHL)

Responsible to: Candy Squire-Watt, Project Development Manager (Mental Health)

Responsible for: Volunteer support staff

Location: Airedale General Hospital, Skipton Road, Steeton, Keighley, BD20 6TD **and** Keighley Healthy Living, 13 Scott Street, Keighley, BD21 2JH

Job Purpose:

To provide a social prescribing service, working with and alongside the current MAST colleagues and wider hospital teams to provide a blended delivery model of in-hospital and community-based support.

- Linking clients in with existing social prescribers/link workers within the community
- Supporting clients directly where appropriate and identify best pathways for clients.
 - To develop person centred plans with clients, with clear measurable outcomes using a personalised care approach
 - To deliver one to one support with people who have social, emotional or practical needs, to improve their health, wellbeing and self-care in a variety of settings
 - To support individuals to build networks of support for the routine matters of life, shopping, cooking, cleaning etc.
 - To support and encourage clients to participate in activities in the community as a means to improving their health and reducing social isolation.
- Support clients to access appropriate services and support in the community to help meet their needs

- To identify gaps in service provision, community activities and groups and feed back to KHL
- To identify and work with the assets that exist in any given community.

Key Objectives of the Post:

1. To work with MAST colleagues and emergency department staff to identify and agree a pathway/care plan for individuals with non-medical needs including frequent attenders.
2. To provide a 'ward based/drop in' service at Airedale emergency department to work with individuals who may have underlying issues/problems which can be addressed with a social prescribing approach.
3. To pro-actively work with individuals to identify key issues, referring to alternative community-based sources of support to address their specific needs.
4. To host conversations using motivational interviewing and behaviour change techniques, to identify and explore some of the non-medical problems that bring them to hospital.
5. To provide further support where required, alternatively to seek to link in and where appropriate transfer individuals into the wider social prescribing offer through G.P practices.
6. To seek to refer and support individuals into appropriate community services/support.

Key areas of Responsibility:

1. To meet with clients in GP practice/community settings as agreed.
2. To arrange meetings with clients in their home or a mutually agreed place where required.
3. To work with clients to identify/access appropriate activities/services to meet the client's needs/interests, considering a holistic approach to address all health and wellbeing needs.
4. To support individuals with complex needs to identify appropriate support/services following appropriate safeguarding policies where relevant.
5. To work with existing community groups and identify where gaps in services exist.
6. To identify 'hard to reach' groups and use creative and innovative ways to engage them in health promoting activities.
7. To attend regular team meetings (MAST/ KHL) for updates and to discuss caseloads.
8. To undertake a risk assessment of the patient's home, in accordance with KHL's procedures.
9. To reduce barriers to patient engagement in activities i.e. calling ahead of a group, to arrange appointments and transport and potentially go with them to an activity or help

orientation.

10. To produce quarterly reports on work carried out to KHL, linking in with MAST monitoring and reporting procedures.

Performance Management Responsibilities

1. Work within the project's budget and KHL's guidance when ordering services/purchasing goods.
2. Understand and maintain specific quality standards and good practice generally.
3. Follow KHL's policies and procedures when carrying out your duties.
4. Undertake risk assessments as required.
5. To develop/use appropriate evaluation and feedback tools as required for both the funder and KHL's monitoring purposes.
6. To report to the Mental Health Project Manager any concerns regarding the programmes.
7. To follow GDPR guidance when handling data/personal information.

Additional:

1. To promote the positive and professional ethos of KHL both internally and externally.
2. To attend staff meetings, 1:1 meetings and other meetings at the request of the managers.
3. To work as part of a team and develop positive relationships with colleagues.
4. To generate and share ideas to develop and improve projects and administrative systems.
5. To support and train volunteers and student placements.
6. To carry out any additional duties as required or appropriate to the post and grade.
7. To undertake relevant training to maintain and update your skills and knowledge within your job role and to keep a record of training undertaken as agreed with your line manager.

Equal Opportunities:

Work within and implement the Equal Opportunities Policy and Procedures of KHL.

Confidentiality:

Ensure that information relating to participants remains confidential in line with KHL's Confidentiality Policy.

Safeguarding:

To report any safeguarding issues to a KHL Manager as soon as is possible and in line with the KHL Safeguarding Adults Policy and the KHL Child Protection and Safeguarding Children's Policy. To complete or provide a DBS check (Disclosure and Barring Service), formally called CRB in-line with the DBS regulation.

Health & Safety:

Work within and implement the Health and Safety Policy and Procedures of KHL having regard to the duty of care to avoid injury to yourself and others. The post holder will take all reasonable steps to ensure the safety of volunteers and service users and will liaise with the Board of Trustees on issues affecting health and safety.

Environmental Responsibility:

All post holders are required to carry out their duties in line with the Environmental Policy of KHL

This is not a final and complete statement of the duties attached to this post which may need to be amended from time to time in accordance with the changing needs of the organisation. KHL expect all staff to have a can-do attitude/employ a hands-on approach in terms of the centre and its projects, which from time to time may mean stepping in to help wherever help is needed. You will be asked about your ability to do this at interview.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • First Aid training
Experience	<ul style="list-style-type: none"> • Experience of managing and maintaining an active 1:1 caseload and keeping accurate records 	<ul style="list-style-type: none"> • Experience of delivering health promotion or self-care awareness
Skills and Abilities	<ul style="list-style-type: none"> • The ability to collect primary data for monitoring purposes • Good organisational, written and IT skills, such as word processing and maintaining databases • Ability to communicate with a wide range of stake-holders, including good social interaction and listening skills • To be able to work independently and as part of team • To have an understanding of mild to moderate mental health problems • Good knowledge of information governance and ability to maintain confidentiality at all times, within any statutory guidance on safeguarding • Ability to liaise with health, social care professionals and VCS organisations in a confident, constructive and productive way • Be able to show initiative in finding out about a range of existing activities/centres including 	<ul style="list-style-type: none"> • To have behaviour change training such as making every contact count or motivational interviewing • To have advocacy skills and work proactively to support vulnerable service users • To speak fluent English plus have the ability to speak another language such as Arabic, Polish, Slovakian, Urdu or Punjabi. This is key component of our work but good candidates without languages will not be excluded. • To have own transport

	<p>volunteering and training for clients</p> <ul style="list-style-type: none">• To have experience of delivering health promotion or self-care awareness• The ability to motivate, encourage and support people to engage in community activities• To be sensitive to the needs of individuals that are perceived as hard to reach• To be non-judgmental and to take a positive approach to all people• To be honest and have integrity	
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