**JOB DESCRIPTION**

POST: Social Prescriber Link Worker

AREA: Operations Team

REPORTS TO: Operations Director

Salary: £26,00 per annum Fixed Term Contract

**BACKGROUND**

The HealthBus Trust is a response to the need for accessible and appropriate healthcare for people experiencing homelessness, who are sleeping rough or in temporary emergency accommodation in Bournemouth and surrounding areas. The charity provides a mobile health facility for people who would otherwise struggle to access healthcare.

The HealthBus Trust is a charity that works closely with BCP Housing teams, St Mungo’s, and the emergency hotels to offer Primary Care along with Mental Health and Drug and Alcohol Support, Hepatitis assessments & hospital referrals where appropriate.

We work in conjunction with Providence Surgery and local providers of homeless services including the hospitals. These partnerships help people find the support they need to move on in life. So far, this service has been made possible by kind donations, generous grants from trusts and a contract from BCP. Ultimately our hope is that adequate healthcare, appropriate for the needs of people experiencing homelessness, will be fully funded by the NHS.

**JOB PURPOSE**

As the HealthBus Social Prescriber Link Worker you will work closely with the Medical Director, Operations Director and HealthBus Team to signpost and refer patients to social enterprises, community services and volunteer groups, in order to improve the health and wellbeing of the HealthBus patients.

This role will help reduce pressure on the clinical team and improve outcomes for patients by supporting them to engage with services available and make good positive lifestyle choices.

**ROLES & RESPONSIBILITIES**

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| Area of responsibility | Detail |
| Outreach | * Communicate with and support service users via the telephone and face to face. * Assist and support the Enhancement and Engagement Nurse and the HealthBus Team to ensure smooth delivery of clinical sessions from St. Stephen’s Hall and multiple locations from the mobile clinic and outreach clinics. * Identify rough sleepers and homeless people in TA who need a holistic approach to improving health and wellbeing. * Connect patients to community groups and statutory services for practical and emotional support. * Collect data to support audits and reviews of patient journeys, reviews of progress and care. * Collect data to ensure timely and accurate reporting of outcomes. * Communicate with service users via the telephone and face to face. * Liaise regularly with the MDT partners sharing updates and useful information. Attend MARMMS. * Keep clear and contemporaneous notes regarding patient care. Ensure that the databases are accurate and up to date, including data collection and analysis. * Work with the Operations Director, Medical Director and the Board of Trustees to ensure that the HealthBus culture, vision and values are reflected in day-to-day operations. |
| Fundraising and Events | * Encourage service users to have a voice in the community by becoming a ‘HealthBus Champion’. * Support the HealthBus Team with events and fundraising campaigns. |
| Human Resources | * Attend staff meetings, MDT meetings and MARMMS when appropriate. * Ensure that Safeguarding procedures are implemented including the safe recruitment of volunteers. |
| Communications/Public Relations | * Work collaboratively with the HealthBus Team to ensure the ongoing implementation and development of the HealthBus Strategy. * Be an ambassador for the charity and contribute creatively to raising the HealthBus profile. * Development of new ideas and strategies on how to engage and raise the HealthBus profile. |
| IT | * Ensure record keeping is accurate and up to date. * Keep up to date with shared IT systems. |
| Health & Safety | * Work with the Operations Director to ensure that Health and Safety systems are delivered ensuring compliance with legislative and regulatory requirements. |
| Data Protection | * Ensure that the data protection policy and procedures are implemented. |
| Risk Management | * Ensure implementation of policies and procedures across the HealthBus team. |
| Training | * Complete all mandatory training. |

**PERSON SPECIFICATION**

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|  | Essential | Desirable |
| Qualifications | * GCSE A-C English & Maths. * Social Care Qualification. * Level 2 or 3 Diploma in Health & Social Care. * Educated to A level or equivalent level of work-based experience. | * Degree in Social Care or equivalent. * Further training in homelessness and allied areas. |
| Experience | * Experience of working in social care or health or in a volunteering capacity. * Working knowledge of local area and what services are available. | * Experience of working in an outreach environment with homeless clients. * Attendance at Annual Homelessness Conferences. |
| Skills / abilities | * Excellent people skills and verbal communication, the ability to put patients at ease and bring out the best in them. * To work compassionately and effectively with people who are vulnerable with complex care needs. * Ability to manage a case load. * Ability to work independently as well as being part of a team. * Ability to work efficiently in many different settings under pressure. * Good written skills to document and keep records up to date. * Able to prioritise work, plan and deliver outcomes and KPI’s. * Broad competencies in IT, including SystemOne & Microsoft Office. | * S1 Trained * Presentation skills in meetings and homeless events. |
| Personal qualities | * Committed to HealthBus’s vision and values. * A strong commitment to organisational effectiveness. * Flexible, keen and a can-do attitude. |  |

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| Job title | Social Prescriber Link Worker |
| Reporting to | Operations Director |
| Working hours | 30 hours per week; Tuesday – Friday 8:30am to *16*:00pm; with occasional weekend and evening working as required. |
| Annual leave | 5.6 week’s paid holiday (pro rota) in each holiday year. You are not entitled to any additional time off for bank holidays or public holidays. |
| Sick leave | Statutory Sick Pay. |
| Location | Operations: St Stephen’s Hall, Bournemouth & Mobile Clinic locations  Admin: Based at Home in non-operational hours at Manager’s discretion. |
| Travel | Some travel will be required, including attendance at HealthBus events. |
| New staff service | 3 months probationary period. |
| Salary | £26,000 per annum |
| Term | Fixed Contract. |