



Sefton CVS
Supporting Local Communities

JOB DESCRIPTION

Job Title: Social Prescribing Care Coordinator
Grade/salary: £30,160.65
Hours: 37.5 hours per week
Location: Southport Community Centre covering Southport and Formby Primary Care Network (PCN) area

Accountable to: Brighter Living Partnership/Senior Social Prescribing Link Worker

Job Purpose:

The Social Prescribing Care Coordinator will work closely with the Social Prescribing Link Workers and other primary care professionals within the PCN to support the management and throughput of the social prescribing referrals.

This will include triaging referrals received from Primary Care, ensuring that referrals are completed to the required standard and that all clients receive a telephone triage call on referral to the service. The role acts as the central admin for the team and the initial point of contact, ensuring a welcoming and professionals onboarding experience for all clients referred in to the service.

Main Duties and Responsibilities:

- To assist the Social Prescribing team in delivering the services we provide to patients in Southport and Formby.
- To review all referrals to the service to ensure all information required is received, including background information, risk and safeguarding issues. Liaise with GP practices or others referring service for any outstanding information.
- To provide a telephone triage service for incoming referrals, assessing appropriateness of referral and signposting to the relevant organisation if not appropriate, working in close partnership with senior management.
- As part of the triage process, you will prioritise referrals based on need ensuring that those that can be quickly responded to are dealt with in a timely manner, reducing delay for patients.

- Completing brief interventions as identified as part of the triage process that doesn't require the full input of a Social Prescribing Link Worker, i.e. signposting to debt or benefit advice services.
- Work with senior managers to ensure robust and supportive referral pathways are in place for all practices within the primary care network.
- Process any referrals that require input from a Social Prescribing Link Worker and move to the allocation tray.
- In support of collaborative working the post holder will form productive and supportive relationships with practices and the PCN wider teams.
- Act as the point of contact for PCN member practices to assist them with referrals or other queries related to Social Prescribing.
- Be responsible for managing the service email account and telephone line, responding to any enquiries in a professional and timely manner.
- Follow up onward referrals to other services, ensuring good outcomes for people.
- Be responsible for direct clinical data inputting onto the EMIS system for patient contacts.
- Provide administrative support to senior management by collating data for monitoring performance and measuring outcomes of the service.
- Carry out other duties as required that are in line with the main duties and responsibilities of this post. This job description is intended as an outline of the general areas of activity and responsibility for the post holder and may be amended in light of the changing needs of Brighter Living Partnership, but permission will be sought from funders beforehand.

General

The post-holder will be required to participate in staff development and use all relevant learning opportunities to improve personal skills.

The post-holder will be required to confirm their eligibility to work in the UK in order to comply with employment legislation.

Where the job involves engaging in regulated activity, the successful candidate will be required to undergo a Disclosure and Barring Service (CRB) enhanced check before appointment is confirmed.

Confidentiality

The post-holder must maintain the confidentiality of all information and records relating to the work of Brighter Living Partnership and Sefton CVS, in accordance with the organisation's procedures and policies.



Hours of Work

The post-holder must be prepared to work flexible hours, in line with the requirements of the post. This may involve some evening and occasional weekend work, for which time off in lieu will be granted, subject to Sefton CVS's policies and procedures and prior agreement with the line-manager. The post-holder will be expected to adopt a mature and common-sense approach to this arrangement.

Pension

A Group Pension scheme is in operation and Sefton CVS contributes 6% on behalf of all employees who have opted to join the scheme. All employees are also automatically entitled to Income Protection insurance and Life Assurance cover for the duration of their contract.

Annual Leave & Public Holidays

The annual leave entitlement is 26 days leave plus normal Bank & Public Holidays. The organisation reserves the right to close over the Christmas period.

Employee benefits include; Income Protection, Life Assurance and well-being support.

Equal Opportunities

Sefton CVS operates an equal opportunities policy and is committed to a programme of action to make this policy effective.

Navajo Charter Mark (LGBTIQA+)

Sefton CVS is committed to being an LGBTIQA+ friendly employer and provider of services.



In recognition of this, we were awarded the Navajo Charter Mark for the steps we have undertaken to improve, and ensure the continued improvement of, our employment practices, service design, service delivery and access for LGBTIQA+ people within our communities.

Sefton CVS actively encourage and welcome people from LGBTIQA+ communities to apply for our job vacancies.



Disability Confident Employer

Sefton CVS have been awarded the Disability Confident Employer accreditation (previously Disability Two Ticks) in recognition of our commitment to the recruitment, employment, retention and career development of disabled people.



What we mean by disability: The Equality Act 2010 defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

Guaranteed Interview: The Disability Confident Employer accreditation includes a guaranteed interview for any disabled applicant who meets the common and specific requirements for a job.

How to apply: If you feel you are eligible for a guaranteed interview under the Disability Confident scheme, please complete and return the form found at the end of the Job Application document.

Living Wage Accreditation

In 2022, Sefton CVS were accredited as a Living Wage Employer in recognition of our commitment to ensure that all staff receive a Real Living Wage.



Additional Information

Unfortunately, owing to the number of applications received, it is not possible to offer individual feedback to candidates who have not been shortlisted.

If you have not been contacted within 2 weeks of the closing date, please assume that you have not been shortlisted on this occasion and please accept our thanks for your interest



PERSON SPECIFICATION

Assessment Methods Key:

AF – Application Form

C – Certificates

I – Interview

P - Presentation

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
Relevant qualification(s) related to the role	D	AF
Evidence of continued professional development appropriate to the role	E	AF / I
Able to demonstrate a commitment to and understanding of confidentiality in relation to the post, including a strong understanding of information governance and GDPR requirements	E	AF / I
A thorough understanding of safeguarding issues for adults and children including high levels of confidence in appropriately raising safeguarding concerns in line with local policies	E	AF / I
Ability to prioritise and organise own work load	E	AF / I
Knowledge of the 'personalised care' approach	E	AF / I
Knowledge of the 'wider determinants of health' and their impact on communities	D	AF
Excellent communication and interpersonal skills	E	AF / I
Ability to communicate effectively and professionally with both patients and colleagues from a wide variety of healthcare professionals and diverse groups	E	AF
Ability to operate independently, under pressure but with flexibility	E	AF / I
Excellent team working skills	E	AF
Excellent understanding of the range of community services available in Sefton	D	AF
Willing to work flexibly outside normal working hours to meet the needs of the service	E	AF
Good IT skills, confident in using a range of IT platforms, applications and devices	E	AF

Experience of working with challenging, client groups, e.g. mental health service users, those with substance misuse problems, people with learning difficulties etc.	E	AF / I
Experience of supporting and empowering individuals to make positive changes in their lives	E	AF / I
Experience of working as part of a multi-disciplinary team in a range of settings	D	AF
Experiencing of managing and prioritising a case load of clients with competing demands	E	AF / I
Experience of using databases, developing evaluation materials & reports	D	AF
Experience of working collaboratively, across organisations to build relationships and improve outcomes for clients	D	AF
Self-motivated, resilient and a resourceful problem solver	E	AF / I
Familiarity with EMIS clinical software	D	AF
High levels of emotional intelligence able to quickly build rapport and positive working relationships	E	AF / I

Common Requirements for all Brighter Living Partnership and Sefton CVS posts

Communication Skills

- To effectively communicate with different groups and individuals in various situations.

Interpersonal Skills

- To be able to form good working relationships with people from a wide range of social, cultural and ethnic backgrounds to enable you to achieve your goals and also to promote the reputation of Sefton CVS.

Organisational Skills

- To be able to plan and organise your own workload and manage your time.
- To be able to set up and maintain appropriate systems for the management and accurate recording of your work and the progress of others.



Team Working

- To be able to contribute to the Sefton CVS team and its overall effectiveness.
- To share skills, expertise and ideas with other CVS projects.

Information & Communication Technology

- IT literate; to be able to use Microsoft Office software such as Outlook, Word and Excel effectively.

Equal Opportunities

- To be committed to and understand equality and diversity practice and implementation in the workplace.

Voluntary Sector

- To have a basic understanding of the ethos, values and operating environment of voluntary, community and faith sector organisations.
- To have experience, either paid or unpaid, of working in the voluntary, community and faith sector.