



JOB DESCRIPTION

- Job Title:** BPRCVS Social Prescribing Link Worker – Pendle West
- Hosted by:** Burnley, Pendle & Rossendale CVS. Matched with Pendle West Primary Care Network (PCN).
Care
- Responsible to:** Health and Wellbeing Manager and ultimately to the Chief Executive Officer, Senior Management Team and Trustees of CVS and the PCN Clinical Director.
- Whilst the Clinical Director of the PCN will retain overall accountability for the Social Prescribing Scheme as described and commissioned via the Network Contract DES 2023/2024, the clinical supervision in relation to individual cases will remain the responsibility of the patients own GP Practice if supervision is required, beyond that provided by CVS qualified clinicians/practitioners.
- Each Practice will nominate a named Social Prescribing Lead to ensure that the Social Prescribing Link Worker has a clear point of contact, who has overall responsibility for ensuring that the role is embedded.
- Based:** To be decided in discussion with Pendle West PCN
- Job Purpose:** **Maternity Cover** - The link worker will complement and enhance the existing programme hosted by BPRCVS. Social Prescribing improves outcomes and experience for people, their families and carers. The programme enables individuals, identified in a range of locations including GP practices and works with them on an individual basis, or in groups, to find solutions to social problems that are affecting their health and well-being, and makes links to activities and opportunities within the VCF (voluntary community and faith) sector.
- The link worker will be matched with the PCN. They will co-design their social prescribing programme to fit into the individual needs of that PCN, and also the needs of the NHSE service spec.
- The role will involve reducing health inequalities by addressing the wider determinants of health, such as debt, poor housing, and physical inactivity, by increasing people's involvement with their local community. This will involve in particular patients with long term conditions (including mental health), people who are lonely and isolated, or have complex social needs which affect their well-being.
- Key Relationships:** GP practices and PCNs (primary care networks), the public statutory health and social care providers, VCF sector organisations, and the wider Social connectors team



Salary: £32148 - full time salary (plus 5% employer pension contribution match)

Post Status: Social Prescribing Linkworker to cover maternity leave – subject to discussion/agreement for 12 months.

Hours: 37 hours per week flexibly applied.

Key Duties and Responsibilities:

1. Take referrals from a wide range of agencies, including PCNs' GP practices and multi-disciplinary team. Priority must be given to patients identified in core practice as having high need.
2. Provide personalised support to individuals, their families and carers to take control of their health and wellbeing, live independently and improve their health access and outcomes, as a key member of the PCN multi-disciplinary team. Develop trusting relationships by giving people time and focus on 'what matters to me'. Take a holistic approach, based on the person's priorities and the wider determinants of health. Co-produce a simple personalised care and support plan to improve health and wellbeing, introducing or reconnecting people to appropriate community groups and statutory services. The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by individuals on the caseload. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person's needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.
3. Work with a diverse range of people and communities, to draw on and increase the strengths and capacities of local communities, enabling local VCSE organisations and community groups (including faith groups) to receive social prescribing referrals.
4. Alongside other members of the PCN multi-disciplinary team, work collaboratively with all local diverse partners to contribute towards supporting the local VCSE organisations and community groups to become sustainable and that community assets are nurtured, through sharing intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities. Work with the existing social prescribing programme team and wider team to ensure a collaborative and complementary approach to support people.
5. Social prescribing link workers will have a role in educating non-clinical and clinical staff within their PCN multi-disciplinary teams on what other services are available within the community and how and when patients can access them. This may include verbal or written advice and guidance.



Key Tasks

Referrals

- Promote social prescribing, its role in self-management, addressing health inequalities and the wider determinants of health.
- As part of the PCN multi-disciplinary team, build relationships with staff in GP practices within the local PCN, attending relevant MDT meetings, giving information and feedback on social prescribing.
- Work with staff in the organisation to encourage individuals to volunteer and give their time.
- Develop and support a team of volunteers to provide buddying support for people starting new groups and finding creative solutions to local issues (central training to be available via the Community Development Worker).
- Work in partnership with all local agencies to raise awareness of social prescribing and how partnership working can reduce pressure on statutory services, improve health access and outcomes and enable a holistic approach to care.
- Provide referral agencies with regular updates about social prescribing, including training for their staff and how to access information to encourage appropriate referrals.
- Seek regular feedback about the quality of service and impact of social prescribing on referral agencies.
- Be proactive in encouraging equality and inclusion, through self-referrals and connecting with all diverse local communities, particularly those communities that statutory agencies may find hard to reach.

Provide personalised support

- Meet people on a one-to-one basis, making home visits where appropriate within organisations' policies and procedures. Give people time to tell their stories and focus on 'what matters to me'. Build trust and respect with the person, providing non-judgemental and non-discriminatory support, respecting diversity and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
- Be a friendly and engaging source of information about health, wellbeing and prevention approaches.
- Help people identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
- Work with the person, their families and carers and consider how they can all be supported through social prescribing.
- Help people maintain or regain independence through living skills, adaptations, enablement approaches and simple safeguards.
- Where appropriate, physically introduce people to culturally appropriate community groups, activities and statutory services, ensuring they are comfortable, feel valued and respected. Follow up to ensure they are happy, able to engage, included and receiving good support.
- Seek advice and support from a Clinical supervisor (includes clinician within the GP Practice or local Safeguarding Team) to discuss patient-related concerns (e.g. abuse, domestic violence and support with mental health), referring the patient back to the GP or other suitable health professional if required.



Work collectively with all local partners to ensure community groups are strong and sustainable

Working in conjunction with the Development Team within CVS:

- Develop strong, supportive working relationships amongst local VCSE organisations, community and neighbourhood level groups. This will enable partners to maintain existing network and build on what's already available to create a menu of diverse community groups and assets, who promote diversity and inclusion.
- Develop an up to date, working knowledge of the responsiveness of local groups to accept referrals and report any blockages/gaps to the Community Development Workers/original referrer/Commissioners.
- Work with local partners to identify unmet diverse needs within the community and gaps in community provision.
- Work with the CVS to undertake a regular 'confidence/satisfaction survey' with community groups receiving referrals; to ensure that they are strong, sustained and have the support they need to be part of social prescribing.
- Encourage people who have been connected to community support through social prescribing to volunteer and give their time freely to others, building their skills and confidence and strengthening community resilience.
- Encourage people, their families and carers to provide peer support and to do things together, such as setting up new community groups or volunteering.

General tasks

Data capture

- Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing.
- Encourage people, their families and carers to provide feedback and to share their stories about the impact of social prescribing on their lives.
- Support referral agencies to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.
- Work closely within the MDT and with GP practices within the PCN to ensure that the social prescribing referral codes are inputted into clinical systems (as outlined in the Network Contract DES), adhering to data protection legislation and data sharing agreements.

Professional development

- Work with your line manager and supervising clinician to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.
- Access regular 'clinical supervision' via the patients GP practice, to enable you to deal effectively with the difficult issues that people present.
- Support the implementation of Personal Health Budgets, wherever appropriate.



Person Specification – Social Prescribing Link Worker			
Criteria		Essential	Desirable
Personal qualities & attributes	Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way	✓	
	Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity	✓	
	Ability to utilise a personalised care approach which takes into account the wider determinants of health, e.g housing , employment issues.	✓	
	Commitment to reducing health inequalities and proactively working to reach people from diverse communities	✓	
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	✓	
	Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders	✓	
	Ability to identify risk and assess/manage risk when working with individuals	✓	
	Have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals, when what the person needs is beyond the scope of the link worker role	✓	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	✓	
	Commitment to collaborative working with all local agencies	✓	
	Can demonstrate personal accountability, emotional resilience and ability to work well under pressure	✓	
	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	✓	
	Understanding of the needs of small volunteer-led community groups and ability to support their development	✓	
	Able to provide motivational coaching to support people’s behaviour change		✓
	Qualifications & training	Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety	✓
NVQ Level 3, Advanced level or equivalent qualifications or working towards		✓	
Demonstrable commitment to professional and personal development		✓	
	Training in motivational coaching and interviewing or equivalent experience		✓





Experience	Experience of working directly in a community development context, adult health and social care, learning support or public health/health improvement (including unpaid work)	✓	
	Experience of supporting people, their families and carers in a related role (including unpaid work)	✓	
	Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity	✓	
	Experience of data collection and using tools to measure the impact of services		✓
Skills and knowledge	Understanding of, and commitment to, equality, diversity and inclusion.	✓	
	Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports	✓	
	Local knowledge of VCSE and community services in the locality		✓
	Knowledge of how the NHS works, including primary care		✓
Other	Meets DBS reference standards and criminal record checks	✓	
	Willingness to work flexible hours when required to meet work demands	✓	
	Access to own transport and ability to travel across the locality (or possibly East Lancashire, if required for sickness/ holiday cover) on a regular basis, including to visit people in their own homes	✓	

Holiday Entitlement: 23 days per annum plus bank holidays (pro rata)

There will be a six-month probationary period.

The post will involve some evening and weekend work for which time off in lieu is given.

Closing date for applications: 12 noon, 27th March 2026