Job Description

Job Title: Link Worker (High Impact Users)

POSCODE:

Grade: SO1

Overall purpose of the job

The Link Worker will work directly with people who have accessed hospital Emergency Departments more than 10 times in the previous year, whose needs are likely to be complex but non-medical. The aim of the role being to support the individuals to improve their well-being by accessing support that better meets their needs.

The Postholder will work independently under the direction of the High Impact Users Service Manager and alongside colleagues in the Integrated Care System, public, private, voluntary and community sector partners as well as internal CCC colleagues, to support and promote the development of a personalised care approach for people with complex social needs

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	**Supporting Service Development** Support and contribute to the development and embedding of a new service and a new way of working which will improve the health and wellbeing of adults who meet the eligibility criteria of "High Impact User" through facilitating access to non-medical support that increases self-help, self-management, social engagement, and healthy behaviours, and prevent ill health. Act as an advocate for the individuals to other professionals and support networks as well as advocating for a personalised care approach.
2.	**Case work** Driving behavioural change through a "What Matters to You?" conversation, employ a coaching, appreciative enquiry, motivational interviewing or similar approach to support and empower individuals to develop new behavioural strategies and so lead to sustained positive change and improved outcomes. Collaborating with the individual to develop and strengthen their support network, which may include identifying and accessing other services and community support.
3.	**Building networks** Developing and maintaining effective relationships with, and knowledge of, local health services, local GP practices, voluntary and community organisations, and public sector partners, including internally within the Council. At a local and individual level.
4.	**Promoting personalised care ways of working** Collaborating with other professionals and support networks, using influencing skills at meetings, modelling behaviour, presentations at team meetings, practice development sessions etc, at a local level.
5.	**Gap Analysis**

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	Identify where there are gaps in services/support - consulting with colleagues in the Communities Service, and the wider system to work together to build intelligence, capture information and respond to these needs in local community support. Provide recommendation based on a needs analysis where there is a requirement for provision in the community how to address gaps and identify the required partners to collaborate with.
6.	**Record Management** Recording all work in accordance with organisational policies. Providing case studies and data as requested to contribute to wider performance management CCC, ICS and NHS England reporting requirements.
7.	Working in a way that promotes the safety and well-being of children and young people/vulnerable adults
8.	Demonstrate an awareness and understanding of equality, diversity, inclusion and anti-oppressive practice and be able to actively promote equality of opportunity within the role.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to a minimum of NVQ level 3 / 2 x A Levels or equivalent qualification or equivalent demonstrable significant experience in a relevant field	Equivalent experience to be direct work with adults with complex needs, leading to sustained positive outcomes.	Essential
Evidence of continued professional development	Coaching qualification or other related training e.g. Motivational Interviewing or Appreciative Enquiry	Essential

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
NHS England High Intensity Use Programme and the evidence base underpinning the programme	A good understanding of the programme, the evidence base and the aims of the programme.	Essential
Health Inequalities and the wider determinants of health	Able to demonstrate a secure understanding of the link between the social and environmental influences of behaviour and outcomes	Essential

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Personalised care theory and approaches	Demonstrable understanding how and why people can have choice and control over the way their care is planned and delivered, based on their individual strengths and needs	Essential
Knowledge of how health services and the wider system operate at a local level, including primary care and mental health services	An understanding of the complexities, but also the opportunities, at a local level	Essential
Skills		
Engaging, coaching and motivating	Engagement and coaching skills leading to positive outcomes and behaviour change with adults with complex needs.	Essential
Critical thinking	Creative and flexible approaches to overcoming barriers to secure positive outcomes. Able to evidence reflective practice, professional curiosity and respectful uncertainty.	Essential
Partnership working	Ability to work collaboratively with a wide range of organisations, individuals and systems. Ability to influence and negotiate with partners across various sectors and organisations.	Essential
Self-management	Proven ability to prioritise, plan and manage competing priorities and needs of a caseload of adults with complex needs. Ability to travel around the county. The ability to use own initiative and to be proactive, and to understand when to escalate concerns.	Essential
Administration	Proven ability to use Microsoft Office applications such as Outlook, Word, Excel and PowerPoint and undertake web-based research. Comprehensive diary administration skills and ability to use Microsoft Teams for work collaboration.	Essential

Communication	Ability to communicate appropriately and respectfully with individuals, their families and others involved in their support network, including health professionals and local community organisations. Proven verbal communication and relationship management skills, the ability to initiate, develop and manage complex partner, community and stakeholder relationships. Ability to keep up to date, clear well-written records, reports and case studies. Ability to represent the council with a range of partners at the equivalent level to the role and on occasion represent the service manager if needed.	Essential
Experience		
Working with people with complex social needs	Significant experience of delivering person-centred direct work leading to positive sustained outcomes for the individual, including behaviour change. Experience of managing a caseload and ensuring all individuals receive the support they need to achieve the positive and sustained changes they have identified for themselves.	Essential
Partnership/collaborative working	Experience of establishing highly effective operational links with colleagues from across the public and private/voluntary sector	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults).	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile

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