

Social Prescribing Link Worker - Stafford Central Recruitment Brochure





Welcome to Support Staffordshire

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Introduction

Message from the Chief Executive

Thank you for your interest in working for Support Staffordshire.

Put simply, we want the very best and most talented people to work for us. However, that doesn't mean just those with academic qualifications (though we like them too). It means those who bring experience from all walks of life, in the voluntary sector, from statutory organisations such as councils or the NHS, self-employment and from private business backgrounds. We also really value experience you may have from unpaid voluntary work, being on a committee, a parish council, as an unpaid carer or something else where you have gained skills and experience for life. We want you to perform at your best when applying, and at interview (if we are lucky enough to short list you) – so please just ask if there is anything that is not clear or that you are feeling unsure of.

Joining Support Staffordshire means joining one of the best employers in the county, with family friendly policies and an award-winning commitment to staff health and wellbeing. So, do take a minute to look beyond the salary, as we know working here won't make you a millionaire, but it might offer you priceless other benefits.

If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best to live up to our values in all we do, and they genuinely matter to us, so please make sure you read and absorb what they mean to you.

I look forward to seeing how your interest pans out, and meeting the successful candidate soon, so we can keep building a Stronger Staffordshire together.

Yours faithfully

Garry Jones
Chief Executive of Support Staffordshire





Social Prescribing Link Worker - Stafford Central

Fixed contract until 31/03/2025

£28,200 per annum (pro-rata) £11,432 per annum (actual salary) inc. travel allowance

Based at GP practices across the district

Do you have great listening and communication skills?

Have you got experience of helping others and a passion for supporting people through information, advice and guidance?

If you have good local knowledge of community activities and the initiative to find out more, then being a social prescribing link worker could be the great new role for you.

You will also need to be organised, able to manage a caseload, have sound IT skills, be able to keep good records and ideally have managed volunteers before.

Support Staffordshire is working hard to become more inclusive of the communities we serve, and as such is especially keen to hear from applicants with protected characteristics and lived experience, that bring knowledge, skills and experience which we lack.

Application details below

The person appointed will require an enhanced DBS check

Closing date: 9am, Monday 6th January 2025

Interview date: Thursday 9th January 2025



About Support Staffordshire

Support Staffordshire is a Staffordshire based charity which empowers communities to be the best they can be. We support communities, individuals and organisations to work together to bring about positive change in their community by actively encouraging Social Action.

Our aim:

- to increase people's skills and knowledge
- harness people's drive, enthusiasm and energy
- enhance individual and family livelihoods
- build capacity in neighbourhoods & communities
- improve the relationships and resilience of organisations and individuals

How we do this:

We deliver the four functions of Local Infrastructure as recognised and promoted by the National Association for Voluntary & Community Action (NAVCA):

1. Volunteering

- Promoting volunteering at events
- Promoting volunteer opportunities and matching volunteers to opportunities
- Supported volunteering

2. Capacity Building

- Membership
- Locality Officer support
- Right Start training and Supportive Communities
- Community development support
- Consultancy and training development

3. Partnerships & Collaborations

- Member Census and state of the Sector Report
- Locality Forums
- Staffordshire Village Hall Network
- Healthy Communities Alliance
- Team Staffordshire
- OUTSIDE
- Healthwatch
- Social Prescribing

4. Leadership & Advocacy

- Working with the NHS
- Working with local emergency and resilience organisations
- Partnerships with local councils



About Support Staffordshire continued

Our Working Groups:

Support Staffordshire has recognised three critical and cross cutting priorities in recent years. These are [Equity, Diversity & Inclusion](#), [Climate Emergency](#) and [Staff Health & Wellbeing](#). These priorities are now fully integrated into our strategic and business plans, and each is supported by a cross-organisation working group.

Equality, Diversity & Inclusion Working Group:

- Actively work to increase diversity of the board, management and staff
- Raise awareness among staff on anti-racism, equality and diversity
- Actively work to increase diversity
- Ensure zero tolerance of racist and prejudiced behaviours
- Ensure communications reflect the ethos of Support Staffordshire and influence members and wider stakeholders

Climate Emergency Working Group:

- Climate Literacy training for all staff
- Champion climate action in the voluntary sector in Staffordshire
- Support the achievement of net zero within Support Staffordshire
- Build climate resilience within Support Staffordshire

Staff Health and Wellbeing Working Group:

- Health and Wellbeing Policy
- Listening Ears Wellbeing Mentor Programme
- Staff Health Needs Assessment
- Bereavement Support in the workplace
- Menopause Support in the workplace
- Mental Health Support in the workplace

Where we are: We have 4 office bases throughout Staffordshire:

Leek Health Centre, Fountain Street, Leek, Staffordshire, ST13 6JB

Newcastle Guildhall, The Guildhall, Newcastle-under-Lyme, Staffordshire, ST5 1PW

Stafford Civic Centre, Riverside, Stafford, Staffordshire, ST16 3AQ

Lichfield District Council, Frog Lane, Lichfield, Staffordshire, WS13 6YY

Our Values



Community Driven

We believe that people create their own futures together

We champion mutual understanding, collective learning & local decision making



Inclusive

We are fair & believe in the potential of everyone

We support everyone to achieve their goals, but focus on equity for marginalised people



People Powered

We are positive about people & their talents

We recognise everyone's skills, experiences, knowledge, connections, passion & potential



Trusting

We value empathy, integrity, transparency, & respect

We spend time & energy building relationships, listening, and collaborating



Ambitious

We are brave, inquisitive, imaginative, & adaptable

We continuously learn with communities, leading & dreaming big together



Sustainable

We are all responsible for a healthy & prosperous future

We ensure future generations can thrive as we do



Why work for Support Staffordshire?

We offer a wide range of benefits to support our staff:

Pension

We operate a workplace pension scheme. Minimum 5% employee contribution and we will add 3% employer contribution.

Annual Leave

Enhanced Annual Leave entitlement of 36 days. All full time Support Staffordshire employees are eligible for 28 days paid holiday in addition to the 8 days statutory bank holidays. Part Time Employees holiday entitlement is calculated on a pro rata basis.

Bank Holidays for Religious or Cultural Observance

Of the eight bank holidays, five originate in the Christian religion. Any employee may request to switch one or more of the five standard 'Christian origin' bank holidays for a day off linked to their own religion or cultural beliefs.

Sick Leave

Enhanced sick leave pay.

Flexi-time Scheme

We operate a flexi-time scheme. We have core working hours. Outside of these core hours employees may vary their start, lunch and finish times to suit personal circumstances.

Charity Worker Discounts

As an employee of a charity, you can sign up to 'Charity Worker Discounts', offering a wide range of discounts from shopping and restaurants to flights and hotels.

Hybrid/Home Working

We provide a non-contractual home working agreement for our employees. For a full time employee, we would generally agree 2 days from home and 3 days in the office (pro rata for part time employees) depending on the role and the business needs.

Training

Our staff are the core of what we do. We believe in offering training opportunities applicable to job roles to help our staff achieve their career aspirations.



Why work for Support Staffordshire? continued

Family Friendly Leave Policy

We have an extensive Family Friendly Leave Policy which outlines our support in different leave situations, such as, carers leave, emergency leave for dependants, parental leave, domestic abuse/relationship breakdown leave. As standard we offer one day paid leave when these situations arise to allow our employees to make other arrangements.

Wellbeing at Work Policy

We have a Wellbeing at Work Policy pledging our commitment to our employees' Health and Wellbeing. Outlining our initiatives and support.

Awareness Sessions

We provide awareness sessions throughout the year, covering a range of wellbeing topics, such as menopause, bereavement, neurodiversity and mental health.

Listening Ears Programme

We provide our employees with the Support Staffordshire Wellbeing 'Listening Ears' service. Our trained team members are there to listen, show kindness and signpost employees to the right support.

Counselling Service

We provide our employees with a free counselling service through an external provider.

Eye Tests

Employees who require an eye test predominantly in relation to the potential or actual need for glasses at work (usually for computer usage), may claim for the cost of a standard eye test.

All Staff Days

We believe the key to a thriving, happy, productive workforce is supporting each other, staying connected and communication. To help enable this, we have two All Staff Days per year.



Job Description

Social Prescribing Link Worker

Job Description and Person Specification

Job title: Social Prescribing Link Worker – Stafford Central PCN

Salary: £28,200 pro rata, inclusive of travel allowance per annum

Hours: 15 hours per week

Contract: Until 31st March 2025

Location: General Practice Surgeries within Stafford Central PCN. Mileage can not be claimed for travel between places of work or occasional home visits to patients.

Line Manager: Senior Social Prescribing Link Worker

Line Management of: None

Budget/Income: None

Enhanced Disclosure Required: Yes

Barred List Check Required (regulated activity only): No

Job Overview: The post holder is responsible for delivering an appointment based universal social prescribing service to patients referred to them within the Primary Care Network (PCN). They will also need to liaise with practice, Support Staffordshire colleagues and build relationships with the local voluntary sector to offer as broad a service as possible. They will need to monitor their work and report upon its impact.



Job Description continued

Key Responsibilities:

- 1. Delivery of a social prescribing service from practices within the PCN. Patient meetings (whether face to face or over the telephone) will include assessment of patient assets, needs, and current wellbeing.**
- 2. Basic follow-up support to patients to support and enable them to take up and maintain access to 'prescribed' services with confidence; likely to be largely on a remote basis.**
- 3. Liaison with Support Staffordshire and use of the Support Staffordshire VCSE Directory, as well as Staffordshire Connects and other local directories, to ensure awareness of local provision.**
- 4. Liaison with practice staff and other PCN staff to integrate the service as fully as possible with the existing administrative and clinical services on offer. Including the development of simple and streamlined referral and feedback processes.**
- 5. Recording patient engagement and completing monitoring and patient records as required. Compiling quarterly reports of activity in line with funding agreements.**
- 6. To contribute to intelligence on local community gaps and needs which can be addressed through Support Staffordshire's VCSE sector development activities.**
- 7. Ensuring where appropriate, that volunteers are involved in delivering our services, specifically through the recruitment of Volunteer Buddies.**
- 8. Engagement with wider VCSE social prescribing services to network, share good practice and learn from one another.**
- 9. Ensuring services are consistent with our stated values.**
- 10. Ensuring effective cross-organisation working in order to meet our aims and objectives, specifically with regard to capacity building of local voluntary organisations.**
- 11. To undertake any other duties, commensurate to the post, as determined by the line manager.**



Person Specification

1. Able to demonstrate the Core Competencies required of all staff

- Positive work ethic, dependable and conscientious
- Flexibility, initiative and good time management
- Collaborative approach to success
- Organisation and administration skills for the role, including IT skills
- Working within agreed business plans, policies, procedures and systems
- Working within the reasonable direction of your line manager
- Beneficiary and customer focused
- Applies equality of opportunity
- Communicating appropriately
- Proactive in personal development

2. At least 1-2 year's direct experience of offering an information, advice and guidance service in a health, care, relevant voluntary sector or similar setting. Experience of an asset-based, person-centred, enabling, and motivational but non-dependency ethos is strongly preferable.

3. Knowledge and appreciation of a wide range of voluntary, community and social enterprise (VCSE) services, ideally in the local area. Willingness to learn and develop this knowledge to keep it up to date and connected with Support Staffordshire.

4. Able to manage a large and complex caseload without confusion or stress.

5. Ability to develop new or updated systems which are simple and integrated with existing established systems. Able to work well with clinical and administrative disciplines to implement new procedures and systems seamlessly.

6. Sound IT skills, including database use for finding and recording information.

7. Volunteer management experience or willingness to learn.

8. Experience of working in partnership across organisational boundaries.



Application Process

To apply for the role, please complete the Application form and EDI form accompanying this brochure.

Please send your completed forms to:

recruitment@supportstaffordshire.org.uk

Closing date for applications:

9am Monday 6th January 2025

Interview date:

Thursday 9th January 2025