

Your job

Job Title: Community Link Worker

Service: Be Well

Grade: G6

Reporting to: Community Health Improvement Locality Manager

Wigan Council is a high performing, nationally recognised council with a strong track record of delivery. Our strategic priorities are driven by the Progress with Unity plan which represents a new movement for change for the next decade. It builds on the successes and opportunities created during the last 10 years but also the lessons we have learned along the way.

We know that the world around us has changed significantly and the challenges and opportunities that our communities are living through requires a bold response. As a partnership between residents, businesses, public services and community organisations we have reflected deeply on what our strengths are - but also where we have not gone far enough or had the impact we had hoped for.

Two key missions have been identified that the council and its partners are committed to delivering:

Create fair opportunities for all children, families, residents and businesses

"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."

Make all our towns and neighbourhoods flourish for those who live and work in them

"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

These missions will be underpinned by action plans that will focus on community wealth and health building, tackling inequalities and supporting communities to fulfil their potential.

As a Community Link Worker you will support our residents to improve their health and wellbeing addressing the building blocks of health and apply the six ways of working to maximise your impact:

- **See the person**
- **Listen deeply**
- **Know this place**
- **Do the right thing**
- **Connect to neighbourhoods**
- **Show our love and pride**

As a Community Link Worker your role will be to support individuals to improve their health, wellbeing, and quality of life. You will assist and facilitate individuals to connect with and access services, activities, and support from a range of providers across the voluntary and community and sector. As a Community Link Worker, you will use a range of skills to motivate and coach individuals, in line with their individual needs or circumstances, to improve their overall health and wellbeing, preventing reliance on specialist services. Community Link Workers are an integral part of local GP Practices and have a comprehensive knowledge of the locality and what it has to offer. Meaning that integration with local community services & providers will be a vital part of the role.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will:

In the first 12 months you will:

- Establish a positive relationship with the assigned GP Practice, building a referral process for your client base, managing your own case load and venues.
- Play an active role within local communities, proactively building relationships, developing an in- depth knowledge of service and assets with voluntary and community-based organisations.
- Improve the health and wellbeing outcomes of the residents you support

On an ongoing basis you will:

- Receive referrals from appropriate organisations and teams.
- Take a holistic view of the individual's circumstances, assets and abilities.
- Use coaching methods and motivational interviewing techniques to discuss needs and jointly identify opportunities, appropriate support and actions.
- Work alongside volunteer 'community connectors and peer support programmes to provide additional support for individuals to access support and/ or activities were required.
- Provide practical and motivational short-term support for individuals to engage with community-based activities and/ or appropriate services.
- Develop and maintain up to date knowledge of local services and community-based activities, building effective partnerships with providers.
- Establish close working links with stakeholders and share intelligence regarding community-based resources through agreed channels.
- Maintain accurate and up to date monitoring information and records of activity, including updating GP systems and risk stratification databases.
- Utilise agreed tools to measure residents' outcomes in relation to physical, psychological and social aspects.
- Liaise with a range of multi-disciplinary professionals, services and organisations, depending on the needs and issues raised by individuals.
- Identify where there is a need for urgent action or for step-up care or support and alert the relevant professionals.
- Contribute to the development of 'learning' by attending meetings, workshops and sharing learning.

- Support and encourage residents to utilise their skills and experience through volunteering and involvement in peer networks.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Level 3 qualification or equivalent qualification in a relevant subject area or demonstrable equivalent experience.
- Knowledge of local communities including resources and assets. With an understanding of the role of voluntary and community sector organisations and the contributions they make to the health and wellbeing of individuals.
- Knowledge of factors influencing behaviour and behaviour change approaches.
- An understanding of health and/or social care infrastructure and how services are provided to the local population.
- An understanding of the factors that can impact on an individual's health and wellbeing.
- An understanding of community development and asset-based approaches.
- An understanding of the barriers and challenges that people may face in connecting to and accessing local activities and support.
- An understanding of the importance of accurate record keeping.
- Knowledge of Microsoft office such as Outlook, Excel, Word and Power Point.
- Knowledge of health and safety requirements in relation to processes for risk assessment in relation to venues and home visits.
- Proven experience working with community groups, voluntary organisations in some capacity or working in a GP practice.
- Experience of working with individuals on a one-to-one basis.
- Experience of working collaboratively with other health care and non-health care professionals to meet patient needs.
- Experience of peer support and/or mentoring others.
- Ability to prioritise workload and the ability to set up, plan and coordinate initiatives and projects.
- Excellent communication skills including the ability to build effective relationships and productive working relationships at all levels.
- Good written skills including the ability to write reports.
- Ability to influence, inspire and encourage new approaches to service delivery.
- Ability to respect confidentiality of residents.
- Ability to support and empower residents in difficult situations.

- Skilled in using coaching approaches and motivational interviewing techniques to support individuals to identify opportunities and challenge unhelpful thinking.
- Empathetic and non-judgemental and have a friendly and engaging personality.
- Respectful of resident's circumstances, background, beliefs, values and opinions
- Ability to see information to support residents
- Ability to work as part of a team and independently using your own initiative
- Aptitude and willingness for personal development in relation to role
- Ability to work flexibly to meet the demands of the service which may involve evening and weekend work, with the:
- Ability to travel independently to meetings, events, and venues across the borough.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”