**Community Link Worker**

Job Description

**Salary:** £23,000 p/a

**Salary** **Band:** 1.2

**Contract:** Permanent

**Directorate:** National Services

**Reports To**: Community Link Worker

**Closing Date:** 16th December 2024

**To apply please upload your CV and cover letter to our BreatheHR portal at:**

Change Mental Health is a leading national mental health charity providing unique support to people with severe and enduring mental ill health. With over 50 years’ experience across Scotland, we believe people affected by poor mental health and illness deserve the highest quality of support in the community and that every person has the right to be valued and to share in the opportunities, challenges, and joys of everyday life.

The Community Link Worker service collaborates with selected GP surgeries, supporting adults over the age of 18 through social prescribing. Referrals are received from the GP to our Community Link Workers when there might be a concern caused by social factors, rather than a medical problem. The service focuses on improving health outcomes for people experiencing stressors in their lives due to social problems, which could lead to poor mental health.

As a Community Link Worker, you will work directly with people referred to the Community Link Worker Service from their GP Practice who require immediate or on-going emotional, practical or vocational support in order to deliver the best possible health outcomes.

This post works directly with people using the service to develop and review personal support plans. You will work closely with other members of the Community Link Worker team, colleagues in Primary Care and representatives of community-based groups and organisations, to achieve outcomes as defined by your line manager.

Within the Community Link Worker team there is a clear line management structure which supports and shapes the practice. The post will contribute to an environment where people can improve their health outcomes, establish improved connections in their communities, and enhance their quality of life.

**Key Responsibilities:**

* Work as part of a team building positive working relationships
* Work closely with colleagues in Primary Care
* Coordinate and refer service users to resources in the local community and to statutory and non-statutory services as appropriate
* In partnership with service users, design, implement, and review outcome focussed development plans to enable service users to achieve their identified goals
* Employ a number of appropriate intervention strategies including positive communication skills
* Ensure ongoing risk assessment is integral to my practice to ensure the wellbeing of service users
* Utilise group work skills which bring people together in a safe environment
* Awareness of appropriate professional boundaries including confidentiality
* Understanding of the requirements of Health and Safety in the workplace and follow Change Mental Health policies
* Ensure that careful and ongoing review systems are in place and maintained

**Essential Criteria:**

* Educated to SVQ level 2 or have relevant experience working in health and social care
* Able to plan and prioritise workload
* Professional self-awareness and able to seek support and advice from my line manager appropriately and participate in supervision and support meetings positively
* Able to liaise confidently with statutory and non-statutory agencies
* Empathetic
* My personal and professional value base is consistent with the aims and objectives of Change Mental Health
* Demonstrate genuine regard for service users and their families
* Have good I.T. skills and can produce accurate case notes
* I am enthusiastic to develop my knowledge and skills
* Full, clean, driving licence and access to a vehicle

**Desirable Criteria:**

* Experience of working with people affected by mental or physical health issues
* Experience of community-development work
* Experience of working in a SSSC Registered Service
* A learning and development portfolio which evidences my skills and knowledge

**General Duties**

* Act in accordance with Data Protection legislation.  Ensure all records, personal, staff and client data are managed in line with Data Management and Information Governance policies
* Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974
* As with all employees, workers and volunteers; to encourage people to join Change Mental Health as a member, donor or activist
* To act in accordance with the charity’s Health & Safety and Safeguarding policies and to notify your line manager promptly if there are any concerns
* To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role
* To work in accordance with the charity’s national policies and local operating procedures and those of external regulators or professional bodies

This job profile and list of duties is not exhaustive and serves only to highlight the main requirements. The line manager may stipulate other reasonable requirements and projects commensurate with the general profile and grade of the post.

All successful candidates will require a PVG Membership. Please be aware that it is classed as an offence if you apply for this role and are barred from engaging in regulated activity relevant to children or vulnerable adults.

**Benefits:**

* 24/7 access to an award-winning Employee Assistance Programme providing free legal, financial, and medical advice as well as support with life’s challenges
* A 35-hour working week, enhanced sick pay & season ticket loan
* A great work life balance with flexible and blended working environment
* Access to purchase a Blue Light Discount Card
* Cycle to Work Scheme
* Enhanced sick pay and leave entitlements
* Generous 37 days’ holiday
* Paid Mental Wellbeing Days
* Professional development including funded opportunities