



**Job Title:** Link Worker  
**Salary:** £25950, pro rata  
**Hours:** 25hrs per week.  
**Term:** Fixed Term 1<sup>st</sup> April 2024 to end March 2026  
**Responsible to:** Manager MySelf-Management  
**Base:** Homebased in Highland

## **MySelf-Management Vision**

MySelf-Management's vision is to empower people living with long-term conditions to have confidence and control over how they live well with their condition and achieve better lives.

We work with a network of members to share lived experience and shape the services which we deliver, ensuring services fit the needs and support our members to enhance their wellbeing.

We work with a network of partnership of organisations committed to working together to deliver a comprehensive approach to self-management for people living with long-term conditions.

Our approach focuses on the common symptoms and impact of long-term conditions e.g. pain, sleep disturbance, isolation, and stigma, rather than specific conditions e.g., multiple sclerosis, stroke. This approach makes our programs accessible and relevant to as wide an audience as possible.

We deliver a range of activities, education and support that aims to improve the practice and outcomes of self-management.

## **Role Purpose:**

The project will recruit 2 link worker posts, to cover the Highland area, to deliver person-centred assessment and support using social prescribing approaches to individuals on NHS Highland's Secondary Care waiting lists.

The post will provide a person-centred pro-active service following the principles of self-management and social prescribing and be responsive to individual needs of people who are on waitlists for NHS Highland services. They will help the individual to identify issues which would support them to wait well and recover well and agree a plan of action to work on achieving those goals. They will aim to maximise positive outcomes for patients and support their wellbeing whilst they wait and recover by anticipating problems they may face during treatment and helping them to make changes to manage these before they happen.

The post holder will: -

- work on a 1-1 to help to identify barriers and options to address issues. They will support patients to connect with community resources and services so they can take action on the wider social and/or lifestyle factors that are impacting on their health including mental health and wellbeing, physical, emotional and social health - helping to remove/break down barriers to people accessing support.
- enable people to take control of their health and wellbeing and shift the focus back to what matters to them, to help improve symptoms, reduce complications following treatment, enhance recovery and quality of life and live well.
- take a holistic approach to a person's health and wellbeing, including education/health promotion, signposting and connecting them to appropriate community groups and other services, with the aim of delivering both practical, emotional, and social support.
- be expected to support solution focussed, asset building principles and have an ability to innovate and inspire.
- work collaboratively with local GP Practices, with a range of health and social care teams, the community, other statutory, third and independent sector organisations.

## ***Other Role Requirements:***

Additionally, this post will require the post holder to demonstrate a high degree of flexibility and commitment to achieving the aims of the project. The list above is not exhaustive and a willingness to 'go above and beyond' for the individuals engaged in the project is essential.

The post holder must have the ability to relate and communicate with a wide range of people from varying backgrounds. They should have the ability to form and maintain networks and partnerships as well as individual professional relationships.

The post holder will be required to hold a PVG.

## RESPONSIBILITIES

- To provide a pro-active specialist link worker service to individuals who are on NHS waitlists, using agreed, person-centred and social prescribing principles.
  - Support people to set realistic goals to achieve/maintain positive health and wellbeing outcomes; and relevant accurate information when it is needed, using evidence-based behaviour change skills.
  - Support and signpost people to access specific information, advice and services according to their health and wellbeing needs and, where possible, to access and use technology/IT systems.
- To actively promote self-management and social prescribing to support health and wellbeing for people on NHS waiting lists.
- To work in partnership to support social prescribing in your area.
- Negotiate and support access for patients to community-based services and activities that will support them to maintain or improve their health.
- Provide 1-1 support to individuals with a view to linking them into services and support that address their needs and support better life outcomes whilst they wait.
- Inform patients about what could help them optimise their health whilst waiting for treatment, to enable them to wait well and recover well.
- To support patients to make decisions about activities that will best suit their needs and link them to appropriate support including digital programmes, existing community groups/organisations, self-management etc.
- To work autonomously, to manage their workload, appointments etc.
- To maintain accurate records on the system provided, including at the pre-intervention, progress, and post-intervention stages.
- To deliver reports in an agreed format timeously as requested by the programme management team.
- To contribute to the monitoring, audit and evaluation of the project.
- To liaise with the NHS project support and team as required.
- Develop knowledge and understanding of the local community and develop working relationships with individuals and groups.

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- Undertake administration duties. This could include duties such as updating databases, record keeping, correspondence, taking notes at meetings, filing of information, developing local resources, supporting the smooth day to day running of any premises, financial record keeping, monitoring equipment and resources.
- To travel across Highland, and by arrangement occasionally elsewhere in Scotland, as required by the project.
- Any other reasonable task asked by the line manager.

## **PERSON SPECIFICATION**

- Demonstrable experience of delivering a solution focused approach to supporting vulnerable individuals.
- Strong evidence of working to build networks and partnerships across various organisations and specifically within the Third Sector.
- Knowledge and experience of techniques and good practice models of working with people who are experiencing both complex social and emotional circumstances.
- Strong understanding of challenges faced by people living complex lives and facing anxiety whilst on waitlists.
- Excellent influencing, negotiating and motivational skills to engage people and to enable them to take up a wide range of community services and activities.
- Excellent networking and information management skills
- Proven and highly effective interpersonal and communication skills in working with people on a 1:1 basis.
- Understanding of the Third Sector, ideally in Highland
- Ability to work as part of a team and on your own initiative.
- IT skills in word processing, spreadsheets, email, and the internet are essential.
- Strong and demonstrable understanding of the principles of confidentiality and working within the scope of GDPR. Non-discriminatory values.

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- Strong understanding of challenges faced by people waiting for NHS treatment and/or living with long-term health conditions.
- The ability to work effectively and explain the opportunities offered by Third Sector organisations and the benefits of self-management.
- Ability and willingness to travel across Highland, occasionally further, as the project requires.

**Closing Date: 12 noon on the 9<sup>th</sup> February**

**Interviews: 19<sup>th</sup> February on TEAMS**