Person Specification

Social Prescriber

*Essential Criteria*

**Personal qualities & attributes**

* A good understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers
* Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way
* Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
* Commitment to reducing health inequalities and proactively working to reach people from all communities. Knowledge of how the NHS works, including primary care together with an understanding of the personalised care approach
* Able to support people in a way that inspires trust and confidence, motivating others to reach their potential helping service users to build on existing personal skills and access community services. An understanding of how motivational coaching can be used to support people’s behaviour change
* Ability to communicate effectively, both verbally and in writing, with people, their families, carers, community groups, partner agencies and stakeholders
* Ability to identify risk and assess/manage risk when working with individuals and have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when what the person needs is beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner
* Ability to work within the policies and principles of Citizens Advice, maintain effective working relationships and to promote collaborative practice with all colleagues. Must meet DBS reference standards and criminal record checks/ or willing to undergo such checks as is necessary to satisfy this criteria.
* Knowledge of VCSE and community services in the locality and a commitment to collaborative working with all local agencies (including VCSE organisations and community groups). Able to work with others to reduce hierarchies and find creative solutions to community issues.
* Demonstrate personal accountability, emotional resilience and ability to work well under pressure. Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes.
* Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines. Willingness to work flexible hours when required to meet work demands.
* High level of written and oral communication skills. Ability to work flexibly and enthusiastically within a team or on own initiative
* Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
* Knowledge of IT systems, including ability to use word processing software, emails and the internet to create simple plans and reports. Willingness to use bespoke case recording software to record case histories and client data within GDP guidelines.

**Qualifications & training** ( desirable )

* NVQ Level 3, Advanced level or equivalent
* Demonstrable commitment to professional and personal development
* Training in motivational coaching and interviewing or equivalent experience

**Experience**

* Experience of supporting people, their families and carers in a related role (including unpaid work)
* Experience of supporting people with their mental health, either in a paid, unpaid or informal capacity
* Experience of working with the VCSE sector (in a paid or unpaid capacity), including with volunteers and small community groups
* Experience of data collection and using tools to measure the impact of services
* Experience of partnership/collaborative working and of building relationships across a variety of organisations