



Post Information Pack
SOCIAL PRESCRIBING LINK WORKER FOR YOUNG PEOPLE

Service	Here4YOUth
Location	Dudley & Sandwell

Cranstoun is a **social justice** and **harm reduction** charity with global ambition.

Vision: To be a world-class leader in rebuilding lives.

Purpose: To inspire and empower people to live healthier and safer lives.

Values: Ambitious, Creative, Compassionate, Collaborative, Respectful.

JOB DESCRIPTION

Job purpose / Context:

The successful candidate will deliver non-clinical personalised support to children, young people and their families identified by Children and Young People's Integrated Neighbourhood Team (CYP INT) across Dudley and Sandwell, helping them to access community-based activities, practical help and where necessary providing a bridge to specialist services that address the social, emotional and environmental factors shaping health and wellbeing.

This role is to work with young people aged 11-25 and their family to test a Family Social prescribing approach. It will be based at Here4YOUth in central Dudley and will involve agile working and community visits including ROUTES Youth Advice Hub to best support the children, young people and their family.

Cranstoun Family Social Prescribing Link Workers (FSPLWs) deliver support using a family-centred, relationship-based and personalised care approach. Working alongside young people and their parents or carers. FSPLWs complete a "*What Matters to Me*" assessment to co-produce a simple, personalised care and support plan ("social prescription") that reflects the family's priorities, goals and strengths. When taking a family approach this personalised plan will reflect the wider family social and practical needs in order to best support the young person

You will need to have experience of managing a case load and working with children, young people and families.

The post holder will have strong communication skills and be confident in networking within health systems, the role will be embedded within the Children and Young Peoples Integrated neighbourhood team.

Responsible to: Operations Manager

1. Key Responsibilities

- Provide a welcoming, safe space for children, young people and their families to attend to access family social prescribing support.
- Deliver a service that is flexible, working with families to support each young person (age 11-25)
- To use a range of techniques relationship build and engage children, young people and their families in social prescribing support.
- To assess the needs of Children, Young People and their families in a "What matters to me" assessment.

- To support children, young people and families to identify goals and build a plan to achieve them.
- Manage and prioritise your own caseload.
- Build rapport and trust with children, young people and their families, providing non-judgemental support, respecting diversity, and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
- Support young people to build confidence and overcome barriers to connect with community, youth groups and support services.
- Be a friendly source of information promoting universal messages about wellbeing.
- Deliver a range of direct interventions to improve children, young people and their families' emotional health and wellbeing. Either 1:1 or in groups
- Use Cranstoun case management systems to record and track the young person's progress. Including key outcome measures/data.
- To seek feedback to ensure service satisfaction and to support families to share their stories about the impact of social prescribing on their lives.
- Manage risk and vulnerability .
- Work closely with the safeguarding lead to identify safeguarding concerns and ensure any concerns are escalated and dealt with quickly and effectively.
- Refer young people to other health professionals/agencies, when their needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner.
- Build relationships with key staff in Childrens Integrated Neighbourhood Team (CYP INT), attending relevant meetings, becoming part of the wider network team, giving information and feedback on social prescribing.
- Work closely with GP practices within the PCN's to ensure that social prescribing referral codes are provided, and evaluation processes are followed.
- To support the smooth running of Cranstoun Dudley, contributing to tasks such as reception, duty cover and late working when required.
- To collect and record agreed datasets, and contribute towards evaluation of the pilot project
- Attend training and events as required.

2. Personal Development

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities.
- Work with your line manager to access regular supervision, to enable you to deal effectively with the difficult issues that people present.

- Adhere to all organisational policies and procedures, including but not limited to confidentiality, safeguarding, lone working, information governance, and health and safety.

3. Miscellaneous

- Work as part of the team to seek feedback, continually improve the service, and contribute to business planning.
- To take part in service promotion events raising awareness of service and offering advice, information, guidance and signposting when required.
- Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

Person specification

Experience and Qualifications

Essential

- Experience of supporting people, their families, and carers in a related role (including unpaid work)
- Experience of partnership/collaborative working and of building relationships across a variety of organisations
- NVQ Level 3, Advanced level or equivalent qualifications or working towards
- Demonstrable commitment to professional and personal development

Desirable

- NHS Personalised Care training
- Training in motivational coaching and interviewing or equivalent experience.
- Experience of working with young people or families directly in a community development context, children's health and social care, learning support or public health/health improvement (including unpaid work).
- understanding of health inequalities facing children, young people and their families, 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 membership of multidisciplinary teams or Integrated Neighbourhood teams

Abilities and attributes

Essential

- Ability to listen, emphasise and provide person centred support to young people and families.
- Commitment to reducing health inequalities in young people and families proactively working to reach people from all communities.
- Able to support people in a way that inspires trust and confidence, motivating others to reach their potential.
- 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 FSPLW role – e.g., when there is a mental health need requiring a qualified practitioner.
- Ability to maintain effective working relationships and to promote collaborative practice with all colleagues.
- Strong communication skills and willingness to network and build relationships with health systems and VCSE sector.
- Demonstrates personal accountability, emotional resilience, and works well under pressure.
- Ability to organise, plan and prioritise on your own initiative, including when under pressure and meeting deadlines.
- Ability to work flexibly and enthusiastically within a team or on your own initiative.
- Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.
- Meets DBS reference standards for working with young people in line with the law on spent convictions.
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Desirable

- Understanding of the needs of small volunteer-led community groups and ability to support their development.
- Able to work from an asset-based approach, building on existing community and personal assets.
- Willingness to work flexible hours when required to meet work demands.

Skills

Essential

- High level of written and oral communication skills with young people, their families, carers, community groups, partner agencies and stakeholders
- Ability to identify risk and assess/manage risk when working with individuals.
- Access to own transport and ability to travel across the locality on a regular basis, to complete visits at a range of locations.

Desirable

- Knowledge of the personalised care approach

- Knowledge of motivational coaching and interview skills
- Understanding of the wider determinants of health, including social, economic, and environmental factors and their impact on communities