

Job description

Social Prescribing Link Worker – Part time

Location: Central Islington

Salary: £23,878 (for 4 days) plus contributory pension of up to 4%
25 days per annum plus public holidays (subject to pro rata)

Leave: Social Prescribing Service Team Manager

Reporting to: 30 hours (Part time)

Hours:

Confirmation in post will be subject to a satisfactory Enhanced DBS check

Role summary	Social Prescribing Link Worker
Social prescribing link workers will work with the Help on Your Doorstep's (HOYD) Connect team and the Primary Care Network (PCN) multi- disciplinary team. Social prescribing will support PCNs to strengthen community and personal resilience, reduce health inequalities (in relation to timely access and outcomes) and wellbeing inequalities by addressing the wider determinants of health. The post will work with people with long term conditions (including support for mental health), for people who are lonely or isolated, or have complex social needs which affect their wellbeing.	
Responsibilities and Tasks	
Key responsibilities • Triage referrals from the C2 Primary Care Network that are received via a shared mailbox. • Provide personalised support to individuals referred from GP practices to take control of their health and wellbeing, live independently and improve their health access and outcomes, as a key member of the PCN multi-disciplinary team. • Develop trusting relationships by giving people time and focus on what matters to them. • Take a holistic approach, based on the person's priorities and the wider determinants of health. • Co-produce simple personalised care and support plans to improve health and wellbeing, introducing or reconnecting people to appropriate community groups and voluntary and statutory services. • Refer individuals into partner organisations within and outside of the Connect partner network. Triage individuals into HOYD's own Connect and GNS services. Follow up all referrals and update records on HOYD and NHS EMIS systems appropriately	

- The role will require managing and prioritising your own caseload, in accordance with the needs, priorities and any urgent support required by individuals on the caseload.
- Demonstrate a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when the person's needs are beyond the scope of the link worker role – e.g. when there is a mental health need requiring a qualified practitioner
- Work with a diverse range of people and communities, to draw on and increase the strengths and capacities of local communities, enabling local VCSE organisations and community groups (including faith groups) to receive social prescribing referrals
- Social prescribing link workers will have a role in educating non-clinical and clinical staff within their PCN multi-disciplinary teams on what other services are available within the community and how and when patients can access them. This may include verbal or written advice and guidance.
- Promote social prescribing, its role in self-management, addressing health inequalities and the wider determinants of health.
- Build relationships with staff in GP practices within local PCNs, attending relevant multi-disciplinary team meetings, giving information and feedback on social prescribing.
- Be proactive in developing strong links with all local agencies to encourage referrals, recognising what they need to be confident in the service to make appropriate referrals.

Key Tasks

Provide personalised support

- Meet people on a one-to-one basis, making home visits where appropriate within HOYD's policies and procedures. Give people time to tell their stories and focus on 'what matters to me'. Build trust and respect with the person, providing non-judgmental and non-discriminatory support, respecting diversity and lifestyle choices. Work from a strength-based approach focusing on a person's assets.
- Help people identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities.
- Help people maintain or regain independence through living skills, adaptations, enablement approaches and simple safeguards
- Work with individuals to co-produce a simple personalised support plan to address the person's health and wellbeing needs – based on the person's priorities, interests, values, cultural and religious/faitn needs and motivations for a time limited period.
- Seek advice and support from the GP contacts and/or HOYD colleagues to discuss patient-related concerns (e.g. abuse, domestic abuse, and support with mental health), referring the patient back to the GP or other suitable health professional if required.

Support community groups and VCSE organisations to send referrals

- Forge strong links with a wide range of local VCSE organisations, community and neighbourhood level groups, utilising their networks and building on what's already available to create a menu of diverse community groups and assets, who promote diversity and inclusion.
- Develop supportive relationships with local diverse VCSE organisations, culturally appropriate community groups and statutory services, to make timely, appropriate and supported referrals for the person being introduced.

Data capture

- Work sensitively with people, their families and carers to capture key information, enabling tracking of the impact of social prescribing on their health and wellbeing
- Support referral agencies to provide appropriate information about the person they are referring. Provide appropriate feedback to referral agencies about the people they referred.
- Work closely GP practices within the PCN to ensure that the social prescribing referral codes are inputted into clinical systems, ensuring that client EMIS records are updated in a timely manner adhering to data protection legislation and data sharing agreements.
- Using the **HOYD EC1 database, Joy App (CRM)** and **EMIS (CRM used by GP practices)** to record all information.

Professional development

- Work with your line manager to undertake continual personal and professional development, taking an active part in reviewing and developing the roles and responsibilities.
- Adhere to organisational policies and procedures, including confidentiality, safeguarding, lone working, information governance, equality, diversity and inclusion training and health and safety.
- Work with a named GP to access regular 'clinical supervision', to enable you to deal effectively with the difficult issues that people present.

Miscellaneous

- Work as part of the healthcare team to seek feedback, continually improve the service and contribute to business planning.
- Contribute to the development of policies and plans relating to equality, diversity and health inequalities.
- 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 – social prescribing link worker			
Criteria - Please address all essential criteria!		Essential	Desirable
Personal qualities & attributes	Ability to actively listen, empathise with people and provide person-centred support in a nonjudgemental way	√	
	Able to provide a culturally sensitive service, by supporting people from all backgrounds and communities, respecting lifestyles and diversity	√	
	Commitment to reducing health inequalities and proactively working to reach people from diverse communities	√	
	Ability to communicate effectively, using a high level of written and oral communication, with people, their families, carers, community groups, partner agencies and stakeholders	√	
	Ability to identify risk and assess/manage risk when working with individuals	√	
	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	√	
	Able to work from an asset-based approach, building on existing community and personal assets	√	
	Ability to maintain effective working relationships and to promote collaborative practice	√	
	Can demonstrate personal accountability, emotional resilience and ability to work well under pressure	√	
	Ability to organise, plan and prioritise on own initiative, including managing a caseload when under pressure and meeting deadlines	√	
	Ability to work flexibly and enthusiastically within a team or on own initiative	√	
	Able to provide motivational coaching to support people's behaviour change		√
	Knowledge of, and ability to work to, policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety.	√	
Qualifications experience & training	NVQ Level 3, Advanced level or equivalent qualifications or working towards.		√
	Demonstrable commitment to professional and personal development.	√	
	Training in motivational coaching and interviewing or equivalent experience		√

	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.	√	
Skills and knowledge	Knowledge of the personalised care approach.	√	
	Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers.	√	
	Understanding of, and commitment to, equality, diversity and inclusion.	√	
	Knowledge of community development approaches.		√
	Knowledge of IT systems, including ability to use databases as well as word processing skills, emails and the internet to create simple plans and reports	√	
	Knowledge of how the NHS works, including primary care.		√
Other	Willingness to work flexible hours when required to meet work demands.	√	

Last reviewed January 2026