



Job Title	MYcommunity Link Worker
Team	MYcommunity Lambeth/ North Lambeth PCN
Normal Hours	37.5 h per week - Fixed term contract 31/03/2025
Salary	£28,005 per year

About Age UK Lambeth	
Our Mission	
We support older people in Lambeth to live enriched, productive and purposeful lives: challenging the stigma of ageing, reducing social isolation and ensuring they get the right support at the right time.	
Our Values	
We are Kind	We do everything in a spirit of kindness. The people we support deserve our respect and need our compassion, and we have their best interests at heart at all times.
We are person-centred	We keep the people we serve at the heart of everything we do. Our older people are a rich source of inspiration, ideas and experience, and our working relationships with them are important to us
We are outcome-focused	We help people find solutions that work for them. By being flexible, asking for feedback, and including our older people in developing new services, we can be sure they will get the right support at the right time.

The Team
The MYcommunity Lambeth service supports individuals access support, connect with local community groups and statutory services for practical support, to help maintain independence, safety and improve wellbeing. The MYcommunity Lambeth team provides brief intervention, social prescribing support, allowing the individual to focus on 'what matters to me' and take a holistic approach to an individual's health and wellbeing.

MYcommunity has been working in partnership with some Primary Care Networks (PCNs) in Lambeth since December 2019. Each PCN we work alongside has at least one MYcommunity Link Worker. The Link Worker role helps PCNs to strengthen community and personal resilience and reduce health and wellbeing inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities.

Your Main Role

1. Provide personalised brief intervention, social prescribing support to individuals, their families and carers.
2. Meet clients on a one-to-one basis, making home visits where appropriate and allowing clients the time and space to discuss 'what matters to me'.
3. Provide person-centred support to enable clients to identify their health and wellbeing needs and goals. Co-produce support plans with clients to discuss what's important, where they would like to be in the future and how we can support them to achieve this.
4. Manage and prioritise a caseload to ensure clients needs, priorities and urgent support is met.
5. MYcommunity Lambeth works in partnership with a large number of statutory and community services and organisations across the borough. You will link clients with appropriate services to meet their needs. It is vital to have a strong understanding when it is necessary to refer someone back to health care professionals/ agencies when the client's needs are beyond the scope of the MYcommunity team.
6. Ensure any referrals made are followed up to ensure the client is receiving appropriate support and is happy with the service they've received.
7. Network to identify new services and community groups for clients to be referred to.
8. Draw on and increase the strengths and capacities of local communities by enabling local VCSE organisations and community groups to receive referrals.
9. Work collaboratively with local partners and Age UK Lambeth's Neighbourhood teams to support local VCSE organisations and community groups to become sustainable. Ensure they're registered on the MYcommunity directory.
10. Identify trends and gaps in service provision and work with the PCN, Neighbourhood Teams, VCSE to address these and support with the development of new groups/ activities where a gap has been identified.
11. Share and educate non-clinical and clinical staff within the PCN about the services available and ensure they're aware of the MYcommunity directory.

12. To attend community events to promote the work of social prescribing and the MYcommunity Lambeth service to develop strong referral links with local agencies and to encourage self-referrals.

General Duties

1. Provide a high level of internal and external customer service at all times. Involve clients in the design, delivery and evaluation of all aspects of the service in accordance with policies and procedures.
2. Seek to ensure that the needs of all clients are met. Challenge direct and indirect discrimination in the provision of services.
3. Ensure that company policies and procedures and relevant legislation or regulations are followed, particularly in relation to safeguarding, data protection/information sharing and ICT security, equalities, conflict of interest, dealing with complaints and health and safety.
4. Deliver against performance targets, keeping management informed of issues and changes that might impact on performance. Actively participate in an annual appraisal.
5. Ensure that the quality of service provided is continuously improved. Monitor and evaluate the effectiveness of service provision. Respond constructively to client/customer feedback including complaints.
6. Contribute to the development of service improvements through your active and constructive participation in team meetings, supervision, training, conferences and other groups. Review, reflect and act upon your own individual professional practice and keep-up-to date with relevant service developments to achieve continuous improvement.
7. Inform the development and contribute to the implementation of the communications and marketing strategy.
8. Provide oral or written descriptive and evaluative reports as required.
9. Effectively manage any resources provided to support service delivery including premises, materials and equipment.
10. Attend training courses, workshops or seminars as required. Attend and assist in various meetings and events as agreed with the line manager. Commitment to professional and personal development.
11. Work flexibly and respond positively to changing business needs and fulfil any other duty, appropriate to the grade and nature of the post, as required by your line manager.
12. Understanding and commitment to equal opportunities. Experience of dealing with equality issues in the workplace.
13. Able to work flexibly including evenings and weekends as required.

Key Relationships

Internal

- MYcommunity Lambeth Core
- Affiliated Neighbourhood Team
- MYcommunity Directory
- Clinical Lead
- Support, Connect and Quality Lead
- MYneighbour
- MYSocial

External

- Affiliated Primary Care Network
- Community Connectors
- Patient Participation Groups
- Lambeth residents
- Adult Social Care
- Lambeth Council
- Living Well Network
- Lambeth Together

Learning & Development

You are expected to complete the following induction training relevant to your role including:

- Safeguarding
- Health & safety
- Covid 19 Essentials
- Cyber Security Essentials
- Lone Working
- Personal Safety
- LGBTQ+
- Duty of Care
- Equality and Diversity
- Work in a Person-Centred Way
- Communication
- Handling Information - GDPR & Data Protection
- Reporting and Recording
- Dementia
- Loneliness and Social Isolation
- Mental Health Awareness
- Community Development
- ONS4

You are also expected to reflect on your own practice, identify areas for improvement and contribute to your annual personal development plan.

Quality Standards

Solution Focussed

- Helping people find solutions that work for them
- Open discussions allowing individuals to explore options available to them and ultimately make their own choices around their support

Impartial

- Will carry out work in a way that is fair and just
- Will not work in a way that favours or discriminates against anyone
- Support will be free from bias and any conflict of interests will be disclosed

Objective

- Provide relevant and current information and advice to allow someone to make an informed decision
- Discuss outcomes and consequences of actions with clients so they have all the information to make informed decisions
- We will not project our opinions or push someone to take what we consider the “correct” course of action
- Promote our referral partners but allow someone the choice of being referred and support them to find alternatives if they prefer

Data Protection

We expect you to respect and maintain the dignity and privacy of individuals who use our service. You must respect confidential information and always work in accordance with Age Lambeth's Confidentiality policy. Do not promise to keep confidential information secret when you know you have a duty to pass this information on.

Lone Working

Your safety and wellbeing is of the utmost importance to us. We expect you to work in accordance with our Lone Working policy at all times.

Safeguarding

We have a Safeguarding Policy in place which we expect you to follow at all times to report any safeguarding concerns you may have.

Key Policies and Procedures

As well as the above, other key policies and procedures such as Health and Safety and Equality and Diversity must be complied with at all times. It's vital these policies are followed as they ensure staff and clients are kept safe. If policies are not being followed this will be raised with staff and monitored.

Job Criteria

List the most important criteria the person needs to demonstrate to be successful at the job. There should be no more than 10 in total.

Criteria	Application	Test	Interview
Values-based			
1. Treats people with kindness, compassion and dignity		✓	✓
2. Works together with others to find solutions			✓
3. Puts the client/customer first		✓	✓
Technical Skills & Knowledge			
4. Experience of encouraging and motivating clients to achieve goals, maintain independence and improve well-being.	✓	✓	✓
5. Experience of networking and proactively liaising with external agencies and community groups to maximise client support services and referrals.			✓
6. Able to manage a varied caseload of clients and the ability to prioritise different areas of work according to need and deadlines.			✓
7. Excellent interpersonal skills including verbal and written communication.	✓		
8. Able to work independently and manage their own workload on a day to day basis and make efficient use of time and resources.			✓
9. Able to work in a flexible manner to meet the demands of a developing project.			✓