



Practice Link Worker

Oxford City Primary Care – OX3+ Primary Care Network

The Manor Surgery, Osler Road, Headington, Oxford

Hedena Health, Bury Knowle Health Centre, London Road, Headington, Oxford

Hours: Flexible up to full-time

Salary: Dependent on experience.

We are looking to recruit a Practice Link Worker to the Oxford City Primary Care Link Worker service, primarily working between the Manor Surgery and Hedena Health, but also providing support across the City as required. You will play a lead role in coordinating the care planning and support for the most vulnerable patients in the community, including the elderly and those with long-term health conditions.

You will work closely with the GPs and practice teams to manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and also ensuring that their changing needs are addressed.

The role requires a caring, dedicated, reliable and person-focused individual who enjoys working with a wide range of people. You will also need to have good written and verbal communication skills and strong organisational and time management skills. We are looking for highly motivated and proactive applicants with a flexible 'can-do' attitude who will be committed to providing patients and carers with high quality support.

A competitive salary will be offered to reflect the successful candidate's experience and qualifications.

How to apply: Please submit a CV and covering letter manorsurgery.hr@nhs.net. This job advert will close as soon as sufficient applications have been received. Please apply for this job as soon as you can, if interested.

For further information and/or to arrange an informal discussion about the role, please contact Tracy Meeson on 01865 762535 or by email at manorsurgery.hr@nhs.net

Job Description

Job Title: Practice Link Worker

Key Relationships: Patient Services team
Nursing and allied professionals team
General Practitioners
Practice based and City wide Social Prescribers and Practice Link Workers
Practice Managers

Job Summary:

You will work closely with the GPs and practice teams to manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, and also ensuring that their changing needs are addressed.

In your everyday work, you will liaise closely with GPs, practice staff and other professionals, acting as part of the General Practice teams and part of a wider multi-agency integrated team. Your role will be to meet with identified patients and carers (in the practice, in their home and in other community settings), to review their needs and help them access the services and support they require. To do this, you will develop a good knowledge of the health and social services available in the locality, including those offered by the voluntary sector, so you can link up patients with these and help them overcome any barriers they might encounter.

Key Responsibilities:

The responsibilities will include the following:

- Develop and maintain a detailed knowledge of local community and voluntary sector services to enable supported sign-posting of people with identified need
- Work with the GP Practice teams to help identify people at risk of loss of independence or admission to hospital as a result of inadequate social support
- Support GPs and practice teams to review, update and implement personal care plans for identified patients who are elderly, frail or have long-term health needs
- Provide this cohort of people with time-limited signposting to identified services (both free and, if appropriate, where charges apply), in order to maintain their independence and improve their health and wellbeing
- Ensure that identified patients receive the right level of help at the right time and help them to experience a joined-up service by liaising with relevant service providers
- Working with patients, carers and healthcare team members to encourage effective help-seeking behaviours and to reduce unnecessary hospital admissions and A&E attendances
- Follow up on communications from OOH and in-patient services re: changes in status of patients to help the Practice respond to unmet need proactively
- Keep up-to-date lists for the practice of hospital inpatients and assist integrated locality teams (ILT) with the coordination of discharges
- Maintain records of referrals and interventions to enable monitoring and evaluation of the service
- Act as a point of contact and communication between GP, ILT, patients and carers, SS and other agencies
- Support practices to keep the care plan up-to-date by identifying and updating missing or out-of-date information about the patient's circumstances
- Contribute to risk and impact assessments, monitoring and evaluations of the Practice Care Navigator service
- Work with commissioners, integrated locality teams and other agencies to support and further develop the Practice Link Worker role

Examples of key activities:

- 1. Enable access to local services and personalised support:**

- Take referrals from GPs and other members of the multi-disciplinary team for individual patients, families and carers.
- Visit patients in community and homely settings, review the patient's proactive care plan (PCP) and discuss this with the GP as required
- Have a positive, empathetic and responsive conversation with the patient and their carers about their needs, leading to a holistic care plan. The plan should be communicated to the GP and any other professionals involved in the persons care and uploaded to the relevant records.
- Develop a comprehensive knowledge of local health, social and third sector services and organisations to enable the patient to access the full range of services to meet their needs.
- Help patients access community care assessments as well as carers assessments where eligible and follow up the outcomes.
- Demonstrate an understanding of the impact of care planning decisions on the patient, carer and health, social and voluntary sector services
- Where affordability is a barrier, supply basic information on relevant benefits and refer on for more in-depth advice where required.
- Where a personal budget is allocated, advise on the main choices the patient will need to make (e.g. whether to accept a Direct Payment).
- Identify unpaid carers and help them access services to support them.
- Inform and advise GPs and other primary care team members about the services available to support patients in the community.

2. Co-ordinate and integrate care:

- Regularly liaise with the range of multi-disciplinary professionals and agencies involved in the patient's care, facilitating a coordinated approach.
- Adopt approaches to support patients in the community and homely settings and avoid unnecessary hospital admissions and referrals.
- Actively participate in multi-disciplinary team meetings in the practice(s).
- Identify when urgent action or a step-up in care is needed and promptly alert the relevant professional(s), highlighting any safety concerns.

3. Keep records and contribute to project evaluation:

- Keep accurate and up-to-date records of patient contacts, appropriately using GP records systems and other IM&T systems relevant to the role
- Record and collate information according to agreed protocols and contribute to evaluation reports required for the monitoring and quality improvement of the service.
- Contribute towards the development of the project, attending meetings and doing presentations as requested
- Identify opportunities and gaps in services and feedback information on how services could be further improved.

4. General responsibilities:

- Work collaboratively with other Link Workers and Social Prescribers, supporting each other, respecting each other's views and meeting regularly as a team.
- Take part in education and training events and activities as planned and provide evidence of learning activity as required.
- Establish strong working relationships with GPs and practice teams
- Work in accordance with the practices' policies and procedures.
- Contribute to the wider aims and objectives of the Primary Care Network to improve and support primary care.

- Demonstrate a flexible attitude and be prepared to carry out other duties as may be reasonably required from time to time

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

This job description is not exhaustive and is intended to be an outline only. Changes may be made by agreement at any time.

Person Specification

Specification	Essential	Desirable
Education/Training	<ul style="list-style-type: none"> • Good standard of general education. • Grade C GCSE English and Maths or equivalent qualifications. • Excellent computer skills including email, word and excel • Full UK driving licence and use of car insured for work purposes 	
Experience	<ul style="list-style-type: none"> • At least 2 years' experience of working in health, social care or other support roles in direct contact with people, families or carers (in a paid or voluntary capacity) • Experience of working within multi-professional team environments • Experience of working with elderly or vulnerable people, complying with best practice and relevant legislation • Ability to collect and record information and data, for record-keeping, monitoring and evaluation 	<ul style="list-style-type: none"> • Experience or training in person-centred care planning
Special Skills/Aptitudes	<ul style="list-style-type: none"> • Strong organisational skills including planning, prioritising, time management, report writing and record keeping • Ability to recognise gaps in services and to identify and act on safety concerns • Ability to recognise and work within limits of competence and seek advice when needed • Evidence of good verbal and written communication skills • Ability to build and maintain long-term-working relationships with colleagues • A professional and compassionate attitude to patient care, providing support while maintaining professional boundaries • Ability to work effectively under pressure, delivering against agreed objectives 	<ul style="list-style-type: none"> • Experience of using the EMIS computer system • Up-to-date knowledge of the services and organisations available to support patients and carers

	<ul style="list-style-type: none">• Ability to remain diplomatic when dealing with sensitive matters or having challenging discussions with patients or carers• Ability to work safely unaided in home settings• Willingness to take a pro-active and flexible approach to the role as it develops over time	
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