

## **Paper 3** (updated August 2018)

### **Community Link Worker Recruitment & Selection**

**This section includes:**

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You may want to edit the documents to fit with your local needs and priorities and to reflect the role and responsibilities that your CLW will be undertaking.

## Advert

**Job Title:** Community Link Worker

**Working hours:** 35hrs per week

**Rate of pay:** £ circa £26,000 FTE plus x contribution to pension scheme

**Contract:** Permanent post

**Closing date:**

**Interview date:**

We are looking to recruit to the post of Community Link Worker who will work in a GP practice, in an area of deprivation, as part of the practice team and will provide 1:1 person-centred support to people in contact with a GP practice team. This post will work with individuals to enable them to identify personal outcomes and priorities for their health and well-being and link them to local and national support services and activities. You must have experience of working with people who are experiencing complex social and emotional circumstances, a strong understanding of the challenges faced by people living in areas of deprivation in relation to living well, and extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations

For more information and a job pack

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We are committed to equal opportunities.

## Job Description

<b><u>Post Title:</u></b>	Community Link Worker
<b><u>Grade:</u></b>	Equivalent of NHS Band 5 scale circa £26,000
<b><u>Hours</u></b>	35/week
<b><u>Responsible to:</u></b>	

### **Overall Purpose of the Job:**

The Community Link Worker will provide a person-centred service that is responsive to the needs and interests of a GP practice population living in an area affected by socio-economic deprivation. They will support them to identify issues that affect their ability to live well. Taking a person-centred approach, the post holder will support individuals to help them identify personal outcomes and priorities that they would like to address, overcome barriers to addressing these and link them to local and national support services and activities.

The Community Link Worker will support the existing GP practice team to become better equipped to match local and national support services to the needs of individuals attending for health care. They will also build relationships and processes between the GP practice and community resources, statutory organisations, other health services and voluntary organisations.

### **Main Duties and Responsibilities**

<b>1.</b>	Provide through good conversations, a specialist and professional service to people in contact with a GP practice team, who may be experiencing complex social circumstances and build non dependant relationships and trust with them
<b>2.</b>	Enable people to identify personal outcomes and priorities to improve their health and well-being, overcome any barriers to addressing these and where appropriate, link people to relevant local and national support services and activities.
<b>3.</b>	Implement effective pathways for accessing the Community Link Worker service to ensure people face minimal barriers and are offered a 1:1 appointment within an appropriate timescale.
<b>4.</b>	Build excellent working relationships and develop effective pathways to a range of service providers within the statutory/public and 3 <sup>rd</sup> sector to ensure people are able to be supported to negotiate complex pathways.
<b>5.</b>	Develop and maintain knowledge of other local and national service providers, sharing this information with practice staff and other colleagues.

<b>6.</b>	Develop excellent working relationships with all staff within the GP practice to become a key member of the practice team ensuring that the service takes account of the individual demographics and circumstances of the GP practice.
<b>7.</b>	Attend regular practice team meetings to discuss and negotiate caseloads, issues of concern and gaps in services and/or activities.
<b>8.</b>	Provide appropriate feedback to GP practice, 3 <sup>rd</sup> sector organisation and other stakeholders on the challenges and achievements of the service.
<b>9.</b>	Enable and support the GP practice team to build understanding and implementation of community orientated approaches to best support their patients.
<b>10.</b>	Maintain accurate and consistent records on each client through a quality assured case management system and the GP practice system. This could include recording an agreed minimum core data set required for on-going monitoring and evaluation of the Link Worker programme by the HSCP.
<b>11.</b>	Work closely with monitoring and evaluation colleagues to ensure local data is effectively used for on-going monitoring and evaluation of the Link Worker programme.
<b>12.</b>	Develop and deliver reports in an agreed timeously manner to enable evaluation and further learning.
<b>13.</b>	Undertake any other duties as deemed appropriate by line manager. In order to be able to effectively support people facing complex problems, the post holder will be required to demonstrate a high degree of flexibility and commitment to meeting individual needs.

## PERSON SPECIFICATION

PERSON SPECIFICATION	COMMUNITY LINK WORKER	
	<b><u>ESSENTIAL:</u></b> <b>The minimum acceptable level for safe and effective job performance</b>	<b><u>DESIRABLE:</u></b> <b>The attributes of the ideal candidate</b>
<p>1.Educational (e.g. qualifications, membership of professional bodies)</p> <p>2.Occupational (e.g. experience)</p>	<p>Extensive experience of working within Community Learning and Development, Social Work, health or related field</p> <p>Knowledge and experience of working with people who are experiencing complex social and emotional circumstances</p> <p>Extensive effective interpersonal skills in working with people on a 1:1 basis and with organisations, including the ability and sensitivity to work with vulnerable people to build trust which allows the sharing of personal information.</p> <p>Ability to listen, motivate and support individuals and stakeholders.</p> <p>Ability to develop a non-dependent relationship with awareness of personal and professional boundaries, whilst being supportive and respectful of others and non-judgmental</p> <p>Demonstrable strong understanding of challenges faced by those living in areas of deprivation</p> <p>Interest in health inequalities, health improvement and well-being.</p> <p>IT skills including the use of Microsoft Office Suite and ability to produce written reports and maintain 'client' records.</p> <p>Experience in carrying out regular monitoring and evaluation to monitor outcomes and review practice in light of</p>	<p>Educated to degree level or equivalent within a relevant field e.g. community learning and development; social work or health.</p> <p>Relevant qualification in topics such as health behaviour change; motivational interviewing</p> <p>Experience of working in partnership with other local and statutory organisations.</p> <p>Experience of working within primary care</p> <p>Strong understanding and sensitivity to the needs of people who may be isolated, have long term health conditions, experiencing poor mental health or living in deprivation.</p> <p>Skills in presenting information clearly and concisely to a variety of audiences.</p>

	<p>evaluation</p> <p>Ability to work autonomously on own to plan workloads, meet deadlines and also work as part of a team.</p> <p>Ability to demonstrate resilience in dealing with emotions and distress.</p> <p>Positive outlook, self-motivated and flexible.</p>	<p>Car driver</p>
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# INTERVIEW

## Example Scenario

This is an example that can be used or alternatively a “real life” example from the GP practice could be substituted

It is proposed that the candidate is given this when they arrive at the interview and given 15 mins to prepare some points to discuss at interview.

“A 65 year old lady has been attending her GP at least every fortnight with anxiety and insomnia. Her daughter has chronic mental health problems and is currently refusing to take her medication. Her daughter has 2 autistic sons, one of whom is severely affected, and she is having to provide childcare for her grandchildren whilst worrying that her daughter will carry out her threat of suicide.”

How would you go about supporting this family and what would be your approach?

10 minutes at start of interview to discuss

Points expected to be covered in response:

- Child protection awareness
- Suicide risk awareness
- Appropriate use of wider primary care team
- Identification of welfare benefits/financial issues
- Carers support need
- Use of community resources-both local and national

## Interview Questions

1. Discuss response to the scenario
2. The Community Link Worker programme is focussed in areas of multiple deprivations. What does this term mean to you and how do you think multiple deprivation impacts on the health of people living in these areas?
3. Please tell us about a time when you have supported somebody who is experiencing complex personal circumstances, such as long term health conditions, poverty, social, emotional or mental health issues. What did you do and what were the challenges?
4. Can you give us an example when you have dealt with someone who has become distressed or angry; how did you manage this situation? If faced with a similar situation in the future would you change your approach at all?
5. Please tell us about when you have led or participated in partnership work; what was it, what your role was and what contributed to its success/challenges. What did you learn from your involvement?
6. Third Sector organisations change and evolve frequently. How would you go about keeping your knowledge of these organisations up to date and how would you determine which organisation/s would be most appropriate for any particular patient?

7. Please can you tell us about a piece of work where you have had to record information and monitor and evaluate the outcomes and impacts? How did you go about doing this; what did you learn from this process?

8. How would you strengthen the links between the GP practice and the local community?

9. To conclude, can you tell us what made you decide to apply for the role of Community Link Worker?