## Laridae CIC

## Job Description

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| **Job Title:** | Healthwatch Social Prescribing Officer  |
| **Hours**  | 35 hours per week  |
| **Salary:** | * £22,730 per annum
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| **Location** | Liverpool with frequent travel throughout the city |

**Background:** Healthwatch Liverpool is the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share these views with those with the power to make change happen. People can also speak to us to find information about health and wellbeing services and activities available locally.

Healthwatch Liverpool, along with the Women’s Organisation, are supporting partners with Citizens Advice Liverpool in the Social Prescribing scheme (Advice on Prescription Plus). This will run alongside the established Advice on Prescription service offering a fully inclusive Social Prescribing service to all Liverpool GP teams and other agreed referrers.

This scheme will enable GPs to refer patients to social activities and other types of support to improve health and wellbeing. The project team (CAB, Healthwatch Liverpool and the Women’s Organisation) will engage the patient and ‘co-design a non-clinical **social prescription** to improve their health and well-being' using services provided by the voluntary and community sector’.

This role involves taking responsibility for our contribution to the Social Prescribing project. Our work is constantly evolving so the ability to adapt and pick-up new skills and approaches is essential.

This post is funded until March 2021.

**Main Focus of Post**

* To support the delivery of a Social Prescribing Service across Liverpool. This service will aim to support patients who are experiencing loneliness, isolation or inactivity, which is detrimental to their health and wellbeing.
* To promote the Social Prescribing service and Healthwatch Liverpool’s other activities by explaining our work to members of the public and other stakeholders.

**This role requires frequent attendance in community and other settings including outside normal office hours.**

**Main Duties and Responsibilities**

Social prescribing

1. To be a lead for the team on social prescribing issues and serve as the contact with front line social prescribing colleagues in the CAB and the Women’s Organisation.
2. Developing and maintaining close and collaborative relationships with community organisations and others who may be referred/signposted to as part of social prescribing, collecting information that will help keep the directories up to date, and helping social prescribers to find the most suitable options for the public.
3. Supporting colleagues to undertake social prescribing effectively and to record and report this in line with the APP+ / Department of Health contract requirements. This includes providing holistic assessments and supported access to well-being activities such as: exercise, connectivity, creativity and pathways to volunteering, employment, enterprise, education and learning.
4. Represent and promote Healthwatch Liverpool and the social prescribing project to local communities and organisations across the city, including organising and attending meetings, outreach events and giving talks and presentations.
5. Ensure that the social prescribing project reflects the communities of Liverpool by encouraging and supporting involvement from groups and sections of the community who are more likely to experience social isolation or exclusion.

A minor part of the job may also include:

1. Communicating with people contacting the enquiry service either face-to-face, via telephone or email
2. Helping to guide people to the services or support that are most appropriate to their needs and circumstances.
3. Collecting patient and public feedback on health and care services.

**General**

1. The post holder is expected to be flexible in the performance of the role and to undertake any other duties and tasks identified as appropriate to the post in line with the aims and principles of Healthwatch
2. Record information on a database that will be utilised for monitoring and evaluating the effectiveness and quality of the service and ensuring it is reaching the fullest range of people from the city’s diverse communities
3. Keep abreast of health and care and social prescribing policy developments and services, to ensure your knowledge base is up to date to inform your work
4. Be aware of the issues facing people who find themselves socially excluded, disadvantaged and / or unaware of the range of support which could potentially assist them
5. Where appropriate, raise awareness of Healthwatch Complaints Advocacy service dealing with initial enquiries and referring on to advocacy colleagues for more in depth support.
6. To work as part of a team with other Healthwatch staff
7. Follow Healthwatch policies and procedures, particularly in respect to health and safety, confidentiality, safeguarding and data protection
8. Manage workload and time in accordance with the priorities set by your Line Manager
9. Undertake any training necessary and participate in the organisation’s supervision and appraisal system in order to identify any further training and personal development needs