

# Community & PCN SAIL



## Lead Job Pack



## Community and PCN SAIL Lead

**Thanks for your interest in this post.**

It's a funny one because this post will be supporting "new" roles in a "new" setting with a whole bunch of "new" acronyms to learn. But, at heart, this work is as old as frontline support work itself.

Yes, the work will be based across the Primary Care Networks (that's groups of GP practices) around the Borough (there's 9 of them). Yes, it is using a relatively "new" term, social prescribing, but really the work is about sitting with patients and helping them understand where they are at in their life and what they want their life to look like.

Then, and this is the good bit, you will be involved in developing a new service, supporting our PCN SAILors and supporting people for a wee while in their lives, helping them work out places to go for support, care, enjoyment and improved health and wellbeing.

It will use your skills to get alongside people, listen and show care. It will use your experience of networking and learning what services are out there and what will work for our clients (don't worry, we can help with that bit!). Most of all it will depend on your ability to build trust and motivate people and your team to try things that might be new for them.

The pay off is that you will get to see lives transformed by patients doing things for themselves. And... you get to be a part of developing an amazing service that is looking forward to supporting adults of all ages across Lambeth.

So... if you have experience of meeting people, helping them move forward in their lives by listening, enjoy the new and exciting challenges setting up a new service brings, then we want you to apply.

We look forward to seeing your application.

Graham  
CEO

## How to Apply

There is an online application process for this post.

Go to [www.lambethsail.org.uk/jobs](http://www.lambethsail.org.uk/jobs) and click on the apply button for the job you are applying for. Just follow the instructions.

Make sure you attach your CV and Covering letter to your application.

Your covering letter should set out how your experience, skills and abilities meet the selection criteria set out in the job description and person specification.

**Closing Date: 11th October 2019**

# Job Description

Post:	Community and PCN SAIL Lead
Location:	Lambeth
Salary:	£27,358
Contract:	One year fixed term
Pension:	Contributory pension scheme; employee 5% & employer 7%
Annual leave:	26 days a year (plus bank holidays)
Reporting to:	SAIL Service Manager
Hours:	37 hours
Date:	October 2019

## Job Purpose

The Safe and Independent Living (SAIL) 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 SAIL team provide 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.

Primary Care Network (PCN) SAILors will work as a key part of the PCN multi-disciplinary team. Their work will help 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. The role of the Community and PCN SAIL Lead will be to oversee the running of this Social Prescribing service ensuring a pan Lambeth approach.

## Specific Duties

1. Support nine PCN SAILors based across Lambeth, providing regular supervision reviews around personal development, job satisfaction and wellbeing. Organise PCN team catch ups and supporting staff to identify suitable training opportunities.
2. Work alongside the SAIL Service Manager to ensure the team are working in accordance with the project specifications and meeting targets and objectives.
3. Ensure the team are accurately recording on our database, ensure that the social prescribing referral codes are inputted into clinical systems and are working in accordance with Data Protection legislation.

4. With support from the SAIL Service Manager monitor the progress of the project and make adjustments as necessary to ensure successful outcomes and targets are met.
5. Review the quality of the work completed within the team on a regular basis to ensure that it meets the project standards. Provide feedback and support to anyone in the team who may not be meeting the project standards and ensure good practice and positive feedback is shared with the wider team.
6. Effectively monitor and evaluate project developments and review and feedback to SAIL Service Manager regularly. Be willing to adapt to ensure successful outcomes.
7. Feed into quarterly reports to be submitted across the nine PCNs ensuring the PCN SAILors are providing information on targets, challenges and case studies.
8. Provide cover across the nine PCNs when a PCN SAILor is on leave and where a part-time PCN SAILor is in post (two part-time posts both four days).
9. Receive referrals when covering PCN SAILors and provide personalised support to a small caseload of individuals, their families and carers (where appropriate) to take control of their health and wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and focus on 'what matters to me'. Take a holistic approach, based on the person's priorities and the wider determinants of health. Co-produce a simple personalised care and support plan to improve health and wellbeing, introducing or reconnecting people to community groups and statutory services.
10. Follow up referrals and signposts to community groups, activities and statutory services to ensure the client is happy, able to engage, included and receiving good support.
11. Promote the SAIL Friends service: a small team of volunteers who support clients attend social activities, help them feel settled and comfortable when attending new events or complete small practical tasks around the home. Encourage the PCN SAILors to promote this volunteering opportunity and to refer clients for support.
12. Liaise with Age UK Lambeth's Community Development team and the PCN SAILors to support the local VCSE organisations and community groups to become sustainable and that community assets are nurtured, through sharing intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities.

13. Support PCN SAILors organise and host social prescribing networking events across Lambeth to enable VCSE organisations, community groups and healthcare services to share knowledge and information. Help identify suitable venues across the borough and promote the events.

## 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 & 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. 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 own individual professional practice and keep-up-to date with relevant service developments to achieve continuous improvement.
6. Effectively manage any resources provided to support service delivery including premises, materials and equipment.
7. Attend training courses, workshops or seminars as required. Attend and assist in various meetings and events as agreed with the line manager.
8. 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.

# Person Specification

<b>Qualifications, experience and knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Knowledge of the challenges faced when setting up a new service	√	
Experience of successful team working	√	
Experience of performance management, achieving high quality standards, preparing monitoring and evaluation reports	√	
Experience of supervising staff and/ or volunteers	√	
Understanding of the needs of small volunteer-led community groups and ability to support their development		√
Commitment to reducing health inequalities and proactively working to reach people from all communities	√	
Experience of supporting service users in a person-centred, holistic approach	√	
Experience of encouraging and motivating clients to achieve goals, maintain independence and improve well-being.	√	
Experience of data collection and using scaling tools to measure impact of service.	√	
Experience of working in partnership with other agencies.	√	
Experience of health related developments and data security requirements	√	
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		√
Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers	√	
Knowledge of how the NHS works, including primary care		√
<b>Skills and abilities</b>		
Able to set priorities, develop a work schedule, monitor progress towards goals and track details/data/information/activities for self and wider team	√	
Able to lead a diverse staff team and help develop a productive team ethos	√	
Excellent interpersonal skills including verbal and written communication	√	
Positively influence others to achieve results that are in the best interests of clients and the wider service	√	
Ability to maintain effective working relationships and to promote collaborative practice with all colleagues	√	

A high level of competence in using information technology including websites, databases and Microsoft Office programmes	√	
Able to work independently and manage own workload on a day to day basis and make efficient use of time and resources	√	
Able to work from an asset-based approach, building on existing community and personal assets	√	
Training in motivational coaching and interviewing or equivalent experience		√
Demonstrable commitment to professional and personal development	√	
Able to work flexibly including evening and weekends as required	√	
<b>Equal opportunities</b>		
Understanding and commitment to equal opportunities	√	

Closing Date: 11th October 2019

Interview Date: 21st October 2019