



JOB DESCRIPTION

Job Title: Health Connector

Accountable to: Frome Medical Practice

Reports to: West Mendip Area Lead

Grade: £17,931.00 per annum

Hours: 37.5 hrs per week

Fixed term: One year from start date

The Service:

Health Connections Mendip helps members of the community access support to better self-manage their health and wellbeing and long term health conditions. The service does this in a number of ways:

- Creating a database of support in the community
- Providing a phone service to signpost patients to support
- Identifying gaps in service provision
- Supporting individuals and groups to fill these gaps in service provision
- Supporting groups before they become self-sustaining.
- Supporting support organisations and services to network and work together
- Setting up information-giving events
- Supporting and training members of the community to become Community Connectors.
- Working with individuals in the most appropriate way for the individual; this might be one-to-one in GP practices, in hospitals, in the community, on the phone or in patients' homes.
- Working with a multi-disciplinary team on care planning for complex patients and their carers.
- Working with groups to support people to better self-manage their health and wellbeing by providing self-management courses, group education sessions and peer support groups.

Job Purpose:

The Health Connector will be a member of the Health Connections Mendip service which operates across Mendip. It is part of an innovative primary care model that is changing the way that health and social care professionals work in local communities, to ensure that local people get the support they need to stay well, manage health conditions effectively, avoid hospital admissions, prevent loneliness and isolation and feel a sense of belonging and engagement within their local area.

The Health Connector will work across Mendip (including the villages) delivering person centred care. They will support people to better self-manage their long term conditions in the community through a combination of individual and group work. At present, the majority of the Health Connectors' work is one-to-one.

The post holder will work with a multi-disciplinary team to plan care and support for local patients, who often have complex needs, as well as providing support to their carers.

The post holder will also work with the Area Leads to utilise untapped community resources, support the facilitation of self- help groups and other innovative approaches to enable people to better manage their own care.

In addition the post holder will work collaboratively with the wider team across Mendip, contributing to audit activity and review of progress.

Health Connectors and Area Leads work with a team of 'Community Connectors' – local people who help friends, family, colleagues and neighbours find support in their own communities, such as information on groups, counselling, education or debt advice. All Community Connectors get locally tailored training and are part of the Health Connections Mendip service.

Both Health Connectors and Area Leads will help support the Community Connectors to signpost local people to voluntary and community groups that might support their health and wellbeing. The Community Connectors are a practical resource to help connect people into services at a local level.

Health Connectors will need to be in charge of their own administration tasks for their role, so need to be well organised and self-motivated.

MAIN DUTIES AND RESPONSIBILITIES

Direct person centred care:

- Support people to better self-manage their long term health conditions through a combination of individual or group work.
- Individual work will involve listening to the patient to find out what is most important to them, working with patients to who are not yet ready to change and helping them move to a stage where they feel more empowered to look at making changes, supporting them to identify needs and changes that they can self-manage, network mapping and network enhancement, linking to suitable support structures in the community and helping them to achieve goals that are important to the patient. This may be on the phone or face to face. This will take place in the place most appropriate for the patient; this might be in a GP practice, in hospital, care homes or at the patient's home.
- The post holder will work with a multi-disciplinary team on care planning for complex patients and their carers.
- Group work will include setting up or running pre-existing groups/education sessions to provide appropriate support to patients.
- Evaluate the patients' responses to health care provision and the effectiveness of care through agreed processes.
- Enter information in a timely manner into the electronic EMIS patient record system as agreed with the Area Lead.
- Prepare reports on progress of their work and recommend future development of the service and service improvements to the Area Lead.

Mapping & Promotion

- Have strong links with the voluntary sector, supporting the voluntary and statutory sector to network and improve partnership working.
- Keep the website information up to date for their allocated area as directed by the Area Lead.
- Promote the directory and the peer support service within the locality, both for users and clinicians.
- Take part in awareness raising events for services that help support people to improve their health and wellbeing, and those services that support people to self-manage.
- Take part in networking events for service providers.
- Disseminate marketing materials to a wide range of audiences.
- Promote the service via social media, newsletters, and bulletins and through the website.

Needs assessment

- Listen to patients and be aware of areas where there are gaps in service provision.
- Work with partners, the GP practices in their areas and with the community to see if there is a need to fill the gaps and identify the best way to do this.
- Work with the area team to consider if an area wide or Mendip solution is required.

Increasing resources

- Work with patients and other services to help fill gaps in service provision within current resources.
- Help the Area Lead to develop and support peer support groups.

Mendip wide area/team responsibilities

- Ensure that all audit and reports are undertaken as requested by the Area Lead.
- Ensure any databases are accurately updated and maintained.
- Ensure changes in the website directory are checked and then fed back to the Administration Lead.
- Contribute to quarterly monitoring reports to the CCG and other interested parties as required.
- Feedback any identified unmet community needs to the Area Lead.
- Feedback any identified training needs to the Area Lead.
- Act as a resource/support for other team members.
- Contribute to the dissemination of learning gained and sharing good practice.
- Be willing to cover other areas of Mendip as requested by the Area Lead.

All post holders are expected to:

- Have a caseload of patients in-line with the service needs and developments.
- Demonstrate excellent organisational skills and keen attention to detail.
- Be flexible and solution focused when change is required in all aspects of the service.
- Be aware that the service changes and adapts according to needs and this requires a high degree of flexibility and a can-do attitude.
- The role requires the post holder to be resilient and deal well with situations that might be challenging.
- Attend training, external meetings and team meetings.
- Enable others to promote equality and diversity in a non-discriminatory culture
- Assist patients from marginalised groups to access quality care.
- Act as a role model in good practice relating to equality and diversity.
- Adhere to practice policies and procedures (e.g. Health and safety).
- Familiarise themselves with the practice staff handbook.
- Maintain personal and professional development in order to maintain their skill levels and participate in the appraisal process and any training and development that is recognised and agreed with the line manager.
- Respect the confidentiality of patients and colleagues and the practice as a whole. All staff are expected to adhere to the Data Protection Act 1998.
- Respect and adhere to corporate and clinical governance principles.
- Work within the operating hours of their base and the service. Some evening and weekend work may be required.

Confidentiality

- Adhere to a strict code of confidentiality in all aspects of work.

Health & Safety

- It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with, safe working practices are adhered to and that any hazards are reported to the appropriate officer immediately.

This job description is not definitive or exhaustive, and may be reviewed in the light of changing circumstances at a personal or organisational level. Any changes will be made in consultation with the post holder through the appraisal and review process.

Person Specification: Health Connector

Attributes	Essential	Desirable
Knowledge and experience	<p>Knowledge of needs of patients with long-term health conditions</p> <p>Knowledge of health promotion strategies</p> <p>Knowledge and experience of working with people one-to-one using behaviour change, motivational interviewing and goal setting</p> <p>Experience of working with people from a wide range of backgrounds</p>	<p>Ability to identify wider determinants of health in the local area</p> <p>Knowledge of public health issues in the local area</p> <p>Awareness of local and national health policy</p> <p>Awareness of issues within the wider health economy</p>
Skills	<p>Excellent communication skills both verbal and non-verbal, 1:1 and with groups</p> <p>Excellent organisation and time management skills, with the ability to manage own workload</p> <p>Ability to juggle competing priorities, in order to complete work to a high standard, and plan ahead to achieve targets</p> <p>Ability to work flexibly with different teams and alone</p> <p>Ability to communicate with other team members in a positive and constructive manner.</p> <p>Ability to be resilient and to work well with different patients' needs and an evolving service.</p> <p>Ability to support patients to change their lifestyle and to support those with long term health conditions to move towards self-management</p> <p>Ability to use your own initiative</p>	Group facilitation skills

	<p>Gets on well with people at all levels</p> <p>Negotiation and conflict management skills</p> <p>Excellent literacy and numeracy skills</p> <p>Computer literacy, including developed skills in using Microsoft Office applications.</p> <p>Flexibility</p> <p>Enthusiasm</p> <p>Team Player</p> <p>A good eye for detail</p>	
Qualifications	5 GCSEs at A-C or equivalent including English and Maths	Degree qualification in relevant area (or equivalent work experience).
Other	<p>Ability to travel across Mendip in a timely manner</p> <p>Positive role model</p>	