



Outreach Link Worker Job Description and Person Specification

HIVE Portsmouth

HIVE Portsmouth is a registered charity in England and Wales (1189067) and a company limited by guarantee registered in England and Wales (12064936)

HIVE Portsmouth works with people and organisations to improve the health and well being of people in Portsmouth. Key partners include health and care statutory organisations within the city and the hundreds of voluntary, community and social enterprise groups (VCSE) who play a pivotal role in supporting local people. We actively support and develop the VCSE sector within the City of Portsmouth and enable and support social action on issues within Portsmouth.

Reporting to

The Outreach Link Worker is a key position within a pilot project to strengthen the links between community and primary care health services and the voluntary, community and social enterprise (VCSE) sector through offering an outreach service, working closely with the existing HIVE Portsmouth community helpdesk.

The role has been made possible from funding through the Portsmouth Provider Partnership (PPP) which includes representatives from the HIOW ICB, Solent NHS Trust, Primary Care Networks, Portsmouth City Council, Portsmouth Hospitals University Trust, Healthwatch and HIVE Portsmouth. Regular update reports to PPP will be required.

The role will be accountable to the Senior Management Team (SMT) of HIVE Portsmouth. Funding for the project has been extended to March 2024.

Summary of Job Description

Hours per week	Full Time (or substantially part time)
Salary:	£25,000
Reporting to:	Senior Management Team, HIVE Portsmouth

The role of Link Worker will be to work in partnership to: -

- Develop and offer an outreach service from the community helpdesk.
- Support people to manage their health and wellbeing by accessing community and voluntary services.
- To be present at multi-disciplinary team meetings and virtual ward meetings to



contribute to careplans by identifying non-medical/social support within the community and ensure follow up facilitation.

- To accept referrals from health and care colleagues for identification of community support which will help people to remain at home, both avoiding admission and supporting people on discharge.
- To link with PRRT Team meetings and PCN virtual ward meetings and to identify additional community support that can be facilitated to support people at home, improve wellbeing and relieve pressure on formal services. To assist with analysis of caseloads to identify those who may benefit from social/non-medical support.
- To ensure accurate record keeping and reporting, including anonymised case studies and outcomes.
- To facilitate city wide networking, including social prescribers and other health care coordinators
- To identify opportunities for continuous development in conjunction with partners for the coordination of support available which makes best use of resources within the city.
- To work closely with health and social care colleagues to identify non-medical alternatives to traditional care, which alleviate pressure on statutory services and support people at home.

Within the role it will be essential to: -

- Develop excellent working relationships with clinicians in community health care, colleagues in adult social care, PCN teams and the VCSE groups and organisations.
- Raise the profile and demonstrate the impact of VCSE contribution to wellbeing and admission avoidance.
- Raise awareness with health and care partners of non-medical solutions available.
- Assess demand vs supply. Identify need, gaps, and work with colleagues across organisations to address those gaps in priority areas of need. Accurate record keeping will be essential to demonstrate need and possibly bid for investment.
- Market the HIVE Portsmouth Directory of Services, the HIVE Portsmouth community helpdesk and other VCSE services so that people are more confident in accessing community support directly, before approaching their GP for help.
- Work with people to identify their aspirations, personal goals and offer choices where possible that help people to improve their health and wellbeing, and to enhance self-care.
- Become proficient in System 1 to record progress and outcomes of referrals.
- Be confident in reporting data and outcomes in a variety of means to a range of audiences, whether that be verbally, visually or through formal reports.
- Act as an ambassador and champion for the VCSE in actively contributing to wellbeing
- Promote the local VCSE by telling their story and illustrating their work.
- Act as a champion for alternative ways of delivering outcomes for people.
- Ensure safeguarding practice and policy is always followed.
- Attendance at meetings in person and virtually will be required across the city.
- Work with HIVE Portsmouth Communications Lead to promote community services and (ensuring consent) identify case studies for publication, sharing and awareness raising.

The postholder must be able to demonstrate how they will acquire, an in-depth knowledge of



community and VCSE services within Portsmouth. They must be passionate about supporting the sector, demonstrating the impact of the sector, and creating capacity to strengthen the sector. You must be solution focused and able to confidently suggest credible alternatives to formal health and care interventions to help people achieve their goals and to reduce demand on formal health and care services.

The postholder must develop a good understanding of HIVE Portsmouth's goals, purpose and relationships and advocate these on all occasions, ensuring that the work of HIVE Portsmouth is clearly communicated and understood.

The postholder will have availability of sensitive and confidential information so must be able to demonstrate confidentiality, discretion and maintain high standards of integrity and behaviour.

Other Duties

The role will develop according to the needs of the organisation, partner organisations and other stakeholders. The postholder will be able to develop the role and contribute to its development.

The postholder will need to work with HIVE Portsmouth to evidence the impact of the role and to help secure sustainable funding if proved to be effective.

Person Specification

- A commitment to our charitable objects
- A good understanding of the VCSE and the issues important to the sector
- An awareness of the pressures facing health and care services
- Ability to work with individuals on goal setting
- Understanding of political issues, sensitive issues, and confidentiality.
- Excellent organisational and record keeping skills
- Strong IT skills
- Excellent numerical, oral, and written abilities
- Good interpersonal skills
- The ability to establish positive professional relationships and strong partnership working across multiple statutory and voluntary services
- A confident and tenacious individual who will seek solutions to emerging issues to maintain partnerships and seek out appropriate referral and opportunities for the project to succeed.

This post is subject to a satisfactory DBS check at an enhanced level.



