

Community Support Link Worker (CSLW)

Responsible to: Senior Community Support Link Worker (CSLW)

Place of work: Horsham/Crawley

Other: No line-management; ability to travel in agreed patch

Brief overview of the role: The purpose of the role is to **a)** support patients at risk of ward admission or in the early to mid-stages of post hospital discharge and **b)** identify innovative opportunities and solutions to support the patient's recovery and self-management of their health and social care needs. This support will build and maintain independence, improve condition management and support positive health and well-being outcomes for the patient.

This is a pilot project funded by Sussex Community Foundation Trust (SCFT). The role sits within Multi-Disciplinary Teams (MDT) working on the Urgent Community Response (UCR) and Intermediate Care Units (ICU) and the employer for these roles is AUKWSBH.

Main duties:

- 1) Assessment; work as part of the MDT and with the patient to agree the needs and wants of the patient. This role to lead on non-clinical support and solutions.
- 2) Collaboration and planning; work directly with the patient, 121, either in the hospital or at home to implement an agreed plan. Discuss and recommend suitable non-medical solutions that will support the health and wellbeing of the patient.
- 3) Co-ordination; liaise with community services and organisations and support patient referrals. Keep abreast with local knowledge on local services. Be an active and positive part of the MDT that works flexibly with the needs and demands.
- 4) Monitoring; work with the patient on a short-term basis and check progress against the plan and any additional support needs.
- 5) Documentation; keep the agreed databases up to date and accurate, using paperwork or systems to do so with adherence to data sharing agreements and law.
- 6) Education / Sharing; bring experience and expertise to the MDT regarding local community service knowledge; e.g., share new ideas, gaps in provision, wait lists.
- 7) Evaluation; track the patient's progress the agreed outcomes measures. Be an active part of the evaluation of the pilot and track learnings.

Governance

Compliance with all AUKWSBH and agreed NHS policies and procedures, with particular attention to:

- Completing all mandatory training, as directed.
- Health and Safety, risk management, lone-working and accident reporting.
- Safeguarding and low-level safeguarding reporting.
- Data integrity and management, compliance with the Data Protection Act 2018.
- Updating relevant Client Management Systems, such as CharityLog.
- Contributing to organisational goals and strategies.
- Commitment to AUKWSBH's vision, mission and values.

Equality, diversity and inclusion

Age UK West Sussex Brighton and Hove is committed to anti-discriminatory policies and practices. It is essential that the post holder makes a positive contribution to their promotion and implementation.

Scope of job description

The above reflects the immediate requirements and responsibilities of the post and is not exhaustive. It gives an indication of work expected and any substantial changes will be made in consultation with the post holder and may lead to a revised job description.

Personal Specification		
Experience and Skills	Essential	Desirable
Proven experience working in a community-based or healthcare setting, preferably in a role that involves connecting individuals with social support resources.	✓	
Experience in conducting assessments and understanding individuals' needs to create tailored support plans.	✓	
An understanding of safeguarding principles and practices. This includes knowledge of relevant protocols, reporting mechanisms, and the ability to address and escalate safeguarding concerns in accordance with established policies.	✓	
Familiarity with the local community and available resources, such as support groups and charities.	✓	
Excellent communication skills, both verbal and written, to engage with individuals from diverse backgrounds and communicate effectively with healthcare professionals, community organisations, and support providers.	✓	
Strong active listening skills to understand patients' concerns, preferences, and goals.	✓	
Solid organisational and time management skills to handle a caseload of clients, maintain records, and track progress.	✓	
Excellent IT skills and ability to work efficiently with Microsoft packages.	✓	
Effective problem-solving and positive, can-do approach. Able to work alone and use initiative, as well as part of team.	✓	
Ability to work weekends as part of a rota as required	✓	
Driving licence, access to a car and a confident driver. Due to the nature of the role, flexibility with times and place of work is needed.	✓	
This role is working within the NHS therefore there may be a vaccination requirements.	✓	