



Role Profile

Link Worker (The Well)

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| Reference No. | A4886 | Type | Individual |
| Service | Health & Social Care Partnership – Adults Service - East (Fife Wide Division) | | |
| Job Family | Para Professional | Grade | FC6 |

Purpose

The post will provide support to people in Fife, including carers, by carrying applying the out a “Good Conversation” approach.

The Good Conversation will allow the post holder to provide support, guidance and information within the community and supporting the individual to identify and shape an outcomes focused pathway that meets their needs and will enable them to develop skills, knowledge, confidence and improved quality of life and wellbeing.

The post holder will work closely with Fife Council, NHS Fife and third sector organisations to enable self-directed support and encourage self-management.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Developing and delivering an integrated holistic needs approach (The Good Conversation) to promote early, targeted, planned intervention and support for the people of Fife in regards to health and social care enquiries.

Provide one to one support and advice to people using the Good Conversation approach and active listening skills to enable the individual to identify their own strengths and the things that are going well for them. Support people to access alternatives to statutory services

Person Specification: Skills, Knowledge,

Qualifications or Experience - Criteria can apply to more than one task or responsibility

E **D**

Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent

✓

SVQ Level 3 Social Services & Healthcare

✓

Experience of delivering a customer focused service (Focus on Customers – See How We Work Matters Framework)

✓

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| and to divert away from these by exploring more creative and personalised solutions for the individual.. | Experience of dealing with statutory agencies and working with the voluntary sector | ✓ | |
| Planning tasks and managing workload independently. | Experience and ability to work without direct supervision (Take ownership) | ✓ | |
| Assisting clients to access self-directed support to incentivise and encourage self-management. | Communication skills | ✓ | |
| Assisting clients to access financial, welfare benefit and housing support by completing the documents required where necessary. | | | |
| Involving local communities in developing community led solutions for the population of Fife, including carers. | Experience of working as part of a Team (Work together) | ✓ | |
| | Ability to maintain strong working relationships with a range of stakeholders | ✓ | |
| Preparing standard reports for internal use including care plans and recording advice provided. | | | |
| Maintaining information and monitoring systems relating to the post. | IT skills (Embrace technology and information) | | ✓ |
| Developing re-enablement and rehabilitation packages to ensure health and wellbeing continues within a community setting. | Problem solving skills (Deliver results) | ✓ | |
| Working across organisational boundaries with partners in Fife to ensure the best possible outcomes for people living in their local community in Fife. | | | |
| To be actively involved in any national developments affecting the project, representing Fife as required. | Ability to travel throughout Fife | ✓. | |
| Undertaking all other duties as required for the role. Duties will be in line with the grade. | | | |

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results