



Working together
towards a common goal

Advice Nottingham Recruitment Pack

Social Prescribing Advice Link Worker



Our Partnership

We would like to thank you for your interest in being part of our Social Prescribing Advice Link Worker Service being delivered across Nottingham City.

This project has been made possible by working collaboratively through the Nottingham Financial Resilience Partnership across health and welfare advice sectors. It has involved the support and drive from Primary Care Networks, the Advice Groups across the city (who will employ the staff), Nottingham Place-Based Partnership (ICP) and Public Health.

The link between financial difficulties and health is well documented. This is an exciting opportunity to be part of a new collaborative project to help address this issue in Nottingham.

Outcomes for patients will be monitored and the project's impact overall shared across the partners. We will also draw from best practice nationally as the project develops.

Our Social Prescribing Advice Link Workers will be directly employed by the advice service but working closely with the relevant Primary Care Team.

The roles available will be employed by the Nottingham Law Centre and Bestwood Advice Centre.



Nottingham City East
Primary Care Network



**Bulwell
& Top
Valley**

PRIMARY CARE NETWORK



Advice Nottingham

Advice Nottingham (AN) is a consortium of six advice agencies based in Nottingham. We are committed to using the combined experiences of our clients - residents of Nottingham - to design and deliver services that provide reliable advice and better understanding of the issues concerning local people.

How we helped in 2020-2021

13,000+

People received help



£8 million

Debts managed



1000+

Potential evictions managed



£11 million

Financial gains



What is Social Prescribing?



Social Prescribing provides holistic support, connecting people to local initiatives and services for practical and emotional support. It aims to increase people's connection with others and their local community and empower them to take control of their own health and wellbeing.

More information on social prescribing generally is available at: <https://socialprescribingacademy.org.uk/about-us/what-is-social-prescribing/>

These posts are specialist social prescribing roles, focusing on financial advice and support.

Over the past 15 years, there has been growing recognition of the benefits of social welfare legal advice being co-located in healthcare settings. This utilises the value of healthcare workers as trusted intermediaries to ensure legal matters across a wide range of areas of law are advised on and addressed, and that clients can access their full benefit entitlement.

This advice helps to improve people's social determinants of health (e.g. income, housing, employment etc) leading to relatively immediate improvements in short-term mental health and wellbeing, reducing financial strain and generating considerable financial returns (Woodhead, Khondoker, Lomas & Raine, 2017). Resolution of issues can involve navigating complex statutory systems and entitlements (including around health and disability related support, housing, employment and family law) to advocate for rights which are not always clear to those without access to information and so access to advice helps to level the playing field for the most vulnerable.

How we will help patients



Free confidential, impartial, and high-quality advice and assistance on a range of issues

A patient can be referred over to the service if it is identified that they would benefit from specialist advice. As well as being able to sign-post to other services, we will actively work with them completing casework as required.

We operate across the City and have a strong referral route for a range of issues.

Job Summary

- Job title:** Social Prescribing Advice Link Worker
- Salary:** £25,200 per annum
- Contract:** Fixed term – Start date to 31 March 2024
- Hours:** Full-time 37.5 hours per week
- Start date:** To be agreed

We currently have 2 posts that we are recruiting into. These will be employed by Bestwood Advice Centre and the Nottingham Law Centre.

The roles will be fulfilled by working with the advice centre and the relevant Primary Care Network.

At the back of this pack you will find more information about the advice centres and how to apply for the role. The closing date for applications is Monday 18th July 23:59 and interviews will be held on Tuesday 26th and Wednesday 27th July 2022.

Job Description

Purpose of the job

To provide an advice service for patients referred by their GP or other health professional and, where appropriate, carry out a limited amount of casework for patients.

To support patients with a holistic approach by understanding their individual needs and, where relevant, referring them to other specialist teams within the organisation, specialist healthcare providers, external agencies and local community groups.

Key responsibilities

- Receive referrals from GP practices within the Primary Care Network, establishing effective relationships with primary care teams
- Provide personalised one to one sessions and assess individual needs while promoting a holistic approach to health and wellbeing
- Provide advice and casework and, where appropriate, refer clients to other specialist groups, activities or services
- Develop trusted relationships supporting people to solve the problems
- Provide non-judgmental support, respecting diversity and lifestyle choices. Work from a strength-based approach, focusing on a person's assets
- Manage a caseload, in accordance with the needs and priorities of those being supported
- Liaise with a range of other internal and external providers to ensure a holistic approach is taken to addressing their individual needs including where needs are beyond the scope of this role.

Job Description cont.

Key responsibilities

- Remain the consistent point of contact throughout the course of the Social Prescription to ensure outcomes are achieved and progress made
- Maintain accurate records of all advice, casework and referrals made to enable reporting and tracking to be completed
- Capture key information to enable the tracking of the impact of social prescribing on the person's health and wellbeing
- Ensure all relevant organisational policies and procedures are followed
- Keep records and statistics necessary for the organisation for project reporting purposes
- Take part in Continuous Professional Development and maintain standards of quality and regulations including GDPR and Safeguarding
- Maintain patient confidentiality
- Advise the line manager on service delivery issues
- Identify relevant social policy issues
- Take part in any project city-wide meetings as relevant, sharing learning
- Take part in relevant team meetings in the advice service or primary care team
- Working within and alongside advice centre offices, Primary Care settings and homeworking.

Person Specification

This role requires someone who has proven experience of delivering advice, is non-judgmental, a good listener and passionate about making lives better for people. They must be trustworthy, act with integrity and able to work in a highly confidential environment.

Essential experience

- **Two years** and ongoing experience of **advice work** (in social welfare law)
- Ability to recognise and understand the needs of individual clients and identify appropriate organisations to provide additional support
- Experience of working directly with people with longer term health conditions, mental health issues or complex lives
- Experience of supporting people with a personalised approach based on their individual needs
- Experience of developing and maintaining good working relationships with individuals and organisations
- Experience of managing and prioritising own caseload in order to meet deadlines and the needs of clients.

Person Specification

Essential skills

- Knowledge of social welfare law and practice
- Effective communication skills both written and oral
- Excellent interpersonal skills
- Proficient in ICT, including experience of using Microsoft Office suite, case management systems and databases
- Committed to Continuous Professional Development
- Ability to stay calm and measured
- Adaptable, flexible and forward thinking
- Enthusiastic with energy and drive
- An understanding of office administrative systems and a willingness to follow agreed procedures
- Understanding of the issues affecting society and their implications for clients and service provision
- Ability to travel efficiently between the main office and outreach locations - travel costs will be met.

Working for Bestwood Advice Centre

Bestwood Advice Centre is a much needed and well used service sited in the heart of the community it serves. Having originally started as an advice surgery in the local church hall over 35 years ago, the Advice Centre celebrates 34 years in the property at Gainsford Crescent this year. It is an independent not-for-profit charity limited by guarantee, under the management of a volunteer committee. It is deeply involved in local actions to meet the needs of the people of the Bestwood and Basford wards, having representation in many communities.

Currently there are 8 paid members of staff and a fluctuating number of volunteers, in a variety of posts, providing a service through a mixture of drop-in and outreach advice sessions and home visits.

Funding for the advice centre comes from various funding streams for social welfare law, debt and other general advice, including fuel poverty saving, as well as for financial literacy. The organisation has AQS certification for complying with the Advice Service Alliance Standard for Advice with Casework in the categories: Welfare & Benefits and Debt. However local demand creates some quite complex work with representation, much of which is handled at a high level by our advisers.

Line Reporting:	Advice Supervisor
Location:	21 Gainsford Crescent, Bestwood, Nottingham NG5 5FH Working within and alongside the advice centre and healthcare settings
PCN:	Bulwell and Top Valley
Holiday:	30 days plus 8 Bank Holidays
Pension:	Up to 5% to match employee contribution
Probation:	6 months



Working for Nottingham Law Centre

Nottingham Law Centre, formerly known as Hyson Green Law Centre, was established in 1983. Law Centres have existed since the early 1970s and work within their communities to defend the legal rights of local people. Spotting local trends and issues in the course of their work they highlight them to bring about necessary policy changes and to prevent future problems. Law Centres also help build capacity within local communities by training and supporting local groups and educating people about the law and their rights.

Like all Law Centres, Nottingham Law Centre is independent and operates on a not-for-profit basis.

Nottingham Law Centre offers free, confidential and independent advice to anyone who lives or works in the City of Nottingham. We give advice on Debt, Housing and Welfare Benefits. We also offer advice and representation to anyone attending Court for possession proceedings.

Line Reporting: Advice Supervisor

Location: 119 Radford Road, Hyson Green, Nottingham NG7 5DU
Working within and alongside the advice centre and healthcare settings

PCN: BACHS

Holiday: 25 days plus Bank Holidays

Pension: 5%

Probation: 6 months



How to apply

If you would love to join our team and be part of this exciting new project helping people, please visit [Advicenottingham.org.uk](https://advicenottingham.org.uk) for an application form.

Closing date: Monday 18th July 23:59 2022

Interviews to be held: Tuesday 26th and Wednesday 27th July 2022