



Hospital Social Prescribing Manager

Based at Bassetlaw Hospital

Hours: **37.5 hours (Monday to Friday: working hours to be confirmed).**
This post is offered on a rolling contract, subject to funding.
[Part time and flexible options available for the right candidate.](#)

Salary: **£29,955 FTE**

Accountable to: **Head of Service, BCVS**

Key Responsibilities

[Lead Team of Hospital Social Prescribers](#)

[Develop service to build relationships and generate referrals in line with contract aims](#)

[Contract management and reporting](#)

[Providing cover and increased capacity to support referrals as required](#)

Background to the Role/General Role Description

Social prescribing empowers people to take control of their health and wellbeing through referral to a Voluntary and Community Services Advisor who focus on 'what matters to me'. The team takes a holistic non-clinical approach to an individual's health and wellbeing, connecting people to community support and statutory services for practical and emotional support.

[The Hospital Social Prescribing Manager will lead the team, develop the service to generate referrals and](#) provide personalised support to patients (both face to face and via telephone), who are identified by the Hospital's clinical and social care staff. Thus helping patients to take control of their health and wellbeing, live independently and improve their health outcomes, personal resilience and reducing health and wellbeing inequalities by addressing the wider determinants of health, such as debt, poor housing and physical inactivity, by increasing people's active involvement with their local communities. This support can be provided at the point of discharge or immediately thereafter, which could entail visiting people in their own homes.

[The role will lead the team to](#) provide health coaching and active signposting into the voluntary and community sector. The post will address the issues of cultural tendencies to admit and treat patients attending acute services.

As such, the role requires someone with strong inter-personal skills, sound knowledge of [the NHS](#), voluntary and community sector and social care environment, and someone who is both well organised and capable of operating at strategic and operational levels.

Key Responsibilities and Deliverables

1. **Generate relationships to increase referrals and as needed respond** to incoming referrals from a range of clinical and social care staff within the Hospital. Offering a bespoke service of support to navigate systems to meet individuals' health and wellbeing needs.
2. Effective liaison/communication with referrers to share the outcomes of the support offered, providing a two-way link with the voluntary and community sector. Provide support to develop effective and sustainable relationships with patients, the public and the voluntary and community sector. Working in partnership to raise awareness of social prescribing and its benefits in reducing pressure on statutory services and improving health outcomes, proactively encouraging appropriate referrals. Ensuring all referral routes into the service are investigated through regular and continuous discussions with hospital staff, to ensure all staff are aware of the service.
3. Have a pro-active role in educating staff within the Hospital on what other services are available within the community and how and when patients can access them. This may include verbal or written support and guidance.
4. Provide personalised support to patients (face to face and via telephone), through the use of motivational interviewing, their families and carers to take control of their health and wellbeing, live independently and improve their health outcomes. Develop trusting relationships by giving people time and focus on 'what matters to me'. Take a holistic approach, based on the person's priorities and the wider determinants of health. Co-produce a simple personalised care and support plan to improve health and wellbeing, introducing or reconnecting people to community groups and local health and social care services.
5. The role will require **line management of your team** and prioritising your own referrals/workload, in accordance with the needs, priorities and any urgent support required by patients. It is vital that you have a strong awareness and understanding of when it is appropriate or necessary to refer people back to other health professionals/agencies, when the person's needs are beyond the scope of the Voluntary and Community Services Advisor role – e.g. mental health need requiring a qualified practitioner.
6. Identify and report any gaps or problems in local service provision that the role becomes aware of.
7. Working in partnership to raise awareness of social prescribing and its benefits in reducing pressure on statutory services and improving health outcomes.

Key Tasks

Referrals

- Build and maintain relationships with clinical and social care staff based at Bassetlaw Hospital, giving information and feedback on the service. Ensure all referral routes into the service are investigated/followed up through regular and continuous discussions with hospital staff, to ensure all staff are aware of the service.
- Promote social prescribing, its role in self-management, and the wider determinants of health. Encouraging appropriate referrals.

Provide Personalised Support

- Meeting patients on a one-to-one basis (both face to face and via telephone). Giving time for the patient to tell their story and focus on what matters to them. Build trust and provide non-judgemental support, respecting diversity, culture, and lifestyle choices.
- Help patients to identify the wider issues that impact on their health and wellbeing, such as debt, poor housing, being unemployed, loneliness and caring responsibilities. Being a friendly source of information about health, wellbeing and prevention approaches.
- Work with individuals to co-produce a simple personalised support plan, through the use of motivational interviewing, based on their priorities, interests, values and motivations – include what they can expect from the groups/activities/services they are being connected to, as well as self-help advice. Help the patient to maintain or regain independence through acquiring living skills, adaptations, enablement approaches and simple safeguards.
- Consider the patients families and carers, including how they could all be supported through social prescribing.
- The role will require managing and prioritising your own referrals/workload, in accordance with the needs, priorities and any urgent support required by patients.
- Explore the option of Personal Health Budgets for those who are eligible, as a way of providing funded, personalised support to be independent.
- Seek advice and support from relevant Hospital staff to discuss patient-related concerns (e.g. abuse, domestic violence and support with mental health), referring the patient back to the referring clinician/social care colleague, if required.

Work collectively with **team and all local partners to ensure community groups are strong and sustainable**

- [Line manage team members](#)
- Identify and report any unmet needs within the community and gaps in community provision, throughout the life of the pilot
- Attendance at relevant meetings/events (internal and external) that relate to the role/the pilot or the promotion of social prescribing.

General Tasks

Data Capture

- Work sensitively with patients, their families and carers to capture key information, enabling tracking of the impact of the service on their health and wellbeing and their future use of hospital services.
- Encourage feedback and 'good news' stories about the impact the pilot has had on patients, their families and carers.
- If required, work closely to ensure that the work of the service is recorded on relevant clinical IT systems, adhering to data protection legislation and data sharing agreements.
- Production of relevant reports to both the Head of Service, BCVS and Bassetlaw Clinical Commissioning Group.

Professional Development

- Working with the Head of Service, BCVS and other relevant partners to undertake continual personal and professional development.
- Adhere to the organisational policies and procedures including confidentiality, safeguarding, lone working, information governance and health and safety.
- Maintain the confidentiality of sensitive personal and organisational information, in line with the organisation's confidentiality policy.

Miscellaneous

- Work as part of the Hospital and BCVS team to seek feedback for continuous service improvement.
- Flexibility is required within the remit of this post and additional duties may be required from time to time, including evenings and weekends.
- Duties may vary from time to time, without changing the general character of the post or the level of responsibility.

Current meetings/committee responsibilities

1. Involvement in Hospital meetings as required
2. Involvement in any meetings with regards to the service.

Job Specification

	Method	Essential	Desirable
Experience, Education, Training			
Demonstrable commitment to professional and personal development	Application	Y	
Knowledge & experience of voluntary/community sector	Application/Interview	Y	
Experience of working with statutory agencies including the NHS	Application/Interview	Y	
Experience of supporting people, their families and carers in a related role (paid or voluntary)	Application/Interview	Y	
Training in motivational interviewing and or health coaching or equivalent experience	Application	Y	
Experience of data collection and using tools to measure the impact of services	Application/Interview	Y	
Experience of line managing staff	Application / Interview	Y	
Professional Competence/Skills			
Ability to actively listen, empathise with people and provide person-centred support in a non-judgmental way	Application/Interview	Y	
Able to support people in a way that inspires trust and confidence	Application/Interview	Y	
Ability to work on own initiative, organising and planning workload	Application/Interview	Y	
Ability to work in a flexible, non-hierarchical environment	Application/Interview	Y	
Strong networking/interpersonal skills, with ability to promote collaborative practice with all colleagues (including senior clinicians), local CVS and community groups	Application/Interview	Y	
Ability to communicate effectively, both verbally and in writing with a wide range of people including patients, their families and carers, and professionals	Application/Interview	Y	
Strong organisational skills	Application/Interview	Y	
Able to work from an asset-based approach, building on existing community and personal assets, finding creative solutions to community issues	Application/Interview	Y	

IT Skills, including ability to use word processing skills, emails and the internet to create simple plans and reports	Application	Y	
Understanding of the wider determinants of health, including social, economic and environmental factors and their impact on communities, individuals, their families and carers.	Application/Interview	Y	
Knowledge of social prescribing and the personalised care approach	Application/Interview	Y	
Personal Qualities			
Able to get along with people from varied backgrounds and communities, respecting lifestyles and diversity	Application/Interview	Y	
Demonstrate personal accountability, emotional resilience and ability to work well under pressure	Application/Interview	Y	
Able to self-motivate and work enthusiastically within a team or alone	Application/Interview	Y	
General			
Ability to drive/car owner, or willing and able to travel across the locality on a regular basis	Application/Interview	Y	
Flexibility around working	Application/Interview	Y	
Must be able to work in a small flexible team	Application/Interview	Y	