



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Social Prescribing Care Coordinator
Employed by: Imago
Responsible to: Social Prescribing Manager
Working hours: Full time, Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies. We work in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people

Purpose of Role: Care coordinators provide extra time, capacity and expertise to support patients (adults or children) in preparing for or in following-up clinical conversations they have with primary care professionals. They will work closely with GPs and other Primary Care Professionals within the PCN to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers, ensuring that their changing needs are addressed.

RESPONSIBILITIES AND DUTIES

- Provide support to improve patient-centred care to enable patient participation, involvement and understanding, while improving the relationship between the patient and health professionals
- Support people to understand their level of knowledge, skills and confidence when engaging with their health and wellbeing.
- Provide coordination and navigation for people and their Carers across Health and Care Services, working closely alongside Social Prescribing Link Coordinators and other Primary Care roles
- Coordinate support and services, ensuring patients do not fall into any gaps while waiting for ongoing support; coordinate other appropriate support via community or social interventions that will aid any recovery
- Accurately represent the PCN and ensure the values of the PCN are always upheld in carrying out the role; support the coordination and delivery of MDTs within PCNs
- Proactively identify and work with a cohort of people to support their personalised care requirements, using the available decision support aids.
- Bring together all of a person's identified care and support needs and explore their options to meet these into a single personalised care and

support plan; ensure that people have good quality information to help them make choices about their care

- Update patients records with actions and outcomes; maintain detailed records using outcome tools and recording on the bespoke Imago database
- Take part in comprehensive induction, training and development, adhere to Imago policies, and work with an understanding of lone working, data protection, and health and safety principles
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of working with vulnerable adults/children and mental health in the social care, health, education or voluntary and community sector
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills
- A practical understanding of physical, emotional and attitudinal barriers facing vulnerable adults/children with mental health and multiple needs
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Able to motivate and empower others
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent
- Hold a full driving licence with business insurance and have access to own transport

Desirable Experience

- NVQ level 3 in Health and Social Care or Information and Guidance
- Knowledge of policy and legislation relating to vulnerable adults/children and mental health

**Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check**