

JOB DESCRIPTION AND PERSON SPECIFICATION PCN

JOB TITLE: Social Prescribing Link Coordinator PCN- cancer specialism

Employed by: Imago

Responsible to: Team Leader/Service Manager

Working hours: Full time or part 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: To deliver a project with the aim of supporting cancer patients, assisting and empowering them to navigate the healthcare system. To develop and coordinate individualised plans of care and support, and liaise with services.

RESPONSIBILITIES AND DUTIES

- Contact patients identified by the PCN within agreed timescales; develop care plans together with patients to address their personal health care needs; ensure care plans are maintained, updated, and uploaded to all relevant systems for sharing with other providers
- Assist and empower patients to consult and collaborate with other health care providers and specialists to set up patient appointments and treatment plans; check in on patients regularly and evaluate and document their progress; liaise with patients, and where appropriate their families and/or carers
- Work with patients in a supportive, holistic way to address practical and psychological barriers, such as lack of transport, low confidence and social isolation; work together to co-produce a solution
- Provide emotional and practical support to patient relevant to pre and post diagnosis
- Signpost team members, patients and carers to relevant services including the wider PCN Social Prescribing Link Worker Service, benefit advice and wellbeing support
- Liaise with PCN clinicians responsible for frailty regarding patients that are identified as needing ongoing support; liaise with acute trusts, hospices, community and social care providers as required
- Keep accurate and up-to-date records of contact with patients, carers and professionals, including use of EMIS to record patient contact on the medical record; monitor/measure patient outcomes
- Provide data, reports and case studies to line managers; complete audits to review and promote best practice; undertake evaluation activities; ensure achievement of performance monitoring outcomes
- Accurately represent the PCN and ensure the values of the PCN are always upheld in carrying out the role



- Promote the service within the PCN to raise awareness of the cancer support available; develop networks and work in partnership with other agencies; attend multi-disciplinary meetings
- 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
- Undertake relevant internal and external training
- Ensure all safeguarding concerns are managed in line with Imago's Safeguarding Policy
- 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 people who already have or are waiting for a cancer diagnosis
- Demonstrate an understanding of the journey cancer patients are likely to take through support and treatment
- Proven experience of report writing, and working with individuals to identify and action personal goals; understanding and experience of monitoring and evaluation
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication skills; confident working within professional boundaries
- Ability to stay calm in challenging situations and have a measured response
- Operational experience of multi-agency working
- Ability to forge effective relationships at all levels and across boundaries
- Proficient in using word, excel, websites and experience of using a database; use of social media
- 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 and Information and Guidance
- Management and or project management experience desirable
- Knowledge of policy and legislation relating to vulnerable adults

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