

Job Description and Person Specification



Job Title:	Social Prescribing Long COVID Coordinator
Area:	Kent
Employed by:	Imago
Responsible to:	Service 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 in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To work with patients experiencing ongoing health effects following Covid-19 infection (12+ weeks), providing emotional and practical support and co-producing action plans. To work closely with clinical teams, health and wellbeing services and third sector partners to ensure patient needs are met.

Responsibilities and duties

- Independently manage referrals received from GPs for patients; ensure referrals are appropriate and assessment tools and documentation are complete; arrange slots for complex cases to be discussed at multi-disciplinary triage meetings; attend integrated MDTs as required
- Plan and organise tasks and activities/sessions within own work area; plan workload to ensure patient needs are met in line with local KPI's
- Coordinate activities for patients through six weekly sessions; progress patients through their journey; record patient notes and capture outcomes on patient's clinical record

- Provide one-to-one support; organise and deliver patient information sessions and facilitate peer support groups
- Convey information to the patient, carers, families and health care professionals in an appropriate, sensitive and timely manner
- Ensure the prompt, legible and accurate completion of all patient and incident records in line with policy and procedure; deliver high quality action planning and work with clinicians to facilitate and monitor actions
- Work closely and proactively with the clinical teams, health and wellbeing services and third sector partners; develop links and relationships
- Refer patients into appropriate services; where triage is not straightforward, prepare information for discussion with line management
- Be flexible to the evolving demands of the service as it develops through subsequent phases
- Contribute to the development of awareness and training sessions; lead the delivery of training sessions to a range of health care professionals
- At all times exhibit and comply with expected standards of personal and professional conduct and performance
- Undertake relevant internal and external training
- Ensure all safeguarding concerns are managed in line with Imago's Safeguarding Policy; adhere to all Imago policies and procedures
- 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 or patients in social care, health, education or voluntary and community sector; operational experience of multi-agency working; experience of facilitating group sessions
- An understanding of the impact of Long COVID, chronic fatigue and long term conditions

- Able to motivate and empower others; experience of supporting people to identify and action personal goals, and 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; flexible and adaptable working style; proven experience of report writing
- Ability to stay calm in challenging situation; confident working within professional boundaries
- Ability to forge effective relationships including collaborating with colleagues from other departments and organisations
- Proficient in using word, excel, websites and experience of using a database; able to produce a variety of correspondence, reports, minutes, and documentation
- Good level of education
- Valid UK driving licence and access to own vehicle

Desirable experience

- NVQ Level 3 in Health and Social Care and Information and Guidance
- Knowledge of policy and legislation relating to vulnerable adults

To apply, please send your CV with a covering letter to:
jobs@imago.community

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