



Healthwatch Islington Community Link Worker



Full time, 35 hours per week (part-time applicants will be considered, minimum 24.5 hours)

Recruitment pack





200A Pentonville Road, London, N1 9JP

020 7832 5814

Dear applicant

Thank you for expressing your interest in joining Healthwatch Islington as the Community Link Worker. I hope that the information in this pack will give you a feel for the organisation and the role.

Healthwatch Islington exists to strengthen the collective voice of residents across both health and social care. We aim to be rooted in communities and responsive to their needs. We work collaboratively with existing community networks to reach residents and gather evidence.

We provide residents and partner organisations with information on our rights and entitlements to services, and the range of services on offer in the borough. The Community Link Worker will play a key role in helping us take information out to the local community and bring evidence back from residents and partner organisations.

The ideal candidate will be someone with a passion for helping others get what they need to support their health and well-being. You will be great communicator, used to working with a diverse range of people with a wide range of needs. You will have experience providing information and asking people about their experiences.

If you are interested in joining the team, then we'd be delighted to hear from you. In this pack you will find information on the vision for Healthwatch, the role description and details on how to apply.

Yours faithfully

Emma Whitby, Chief Executive Healthwatch Islington

What is Healthwatch?

Healthwatch Islington is a Charitable Company Limited by Guarantee. It was set up in February 2013. We are led by a Board, and have a staff team made up of five posts and a volunteer team of around 20.

The organisation exists to influence health and care commissioning in and around Islington and to provide local residents with information about local services and their rights to access those. We are part of a network of Healthwatch organisations across England.

We have re-structured the organisation following the departure of our Learning and Development Manager and Signposting Officer, meaning we are offering the Community Link Worker as a full time role (though part-time applicants would be

Community Link Worker

Responsible to: Information and Engagement Manager

Primary Job Function

1. To provide timely and accurate information to local people about:
 - health and social care services,
 - wider well-being support,
 - complaints systems, and
 - advocacy support. .
2. To support individuals to navigate the health and social care system and to follow up this activity,
3. To deliver presentations to local residents and local community groups about health and well-being services in Islington and the surrounding area,
4. To assist with the delivery our Digital Inclusion workshops (training will be provided),
5. To support other community consultation work that the organisation carries out.

Duties and Responsibilities

- Deliver a programme of out-reach, alongside other Healthwatch activity, to engage local partners and residents, seeking and generating referrals from all sections of Islington's diverse population,
- Provide high quality, timely information and guidance on the health and care services available locally, and proactive support to enable residents to access these,
- Listen supportively to client queries, ensuring that their needs are understood, and that support offered, is appropriate to them,
- Record all queries and responses in line with our policies and procedures,
- Ensure that Healthwatch Islington has up-to-date accessible information on local health and care services to present to partner organisations working with residents across the borough,
- Gather the views of residents and partner organisations on what's working well about services and where there is unmet need or are barriers to access,
- Work with Healthwatch colleagues to ensure signposting data informs the annual work plan for the organisation,
- Liaise with our partners and encourage knowledge sharing and partnership working,
- Monitor the service, using our Theory of Change (impact measurement) model, gathering feedback from users to inform development and prepare performance reports on the service.

- The post-holder will spend part of their time each week delivering support in a range of locations including local health centres.

ADDITIONAL:

- At all times carrying out responsibilities/duties within the framework of Healthwatch Islington's policies and procedures.
- Ensure that duties are undertaken with due regard and compliance with relevant legislation, in particular Data Protection, Health and Safety, Safeguarding and Equality legislation.
- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To carry out additional tasks that may be required from time to time to achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed with the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- The post holder is expected to be committed to Healthwatch Islington's core values of independence, effectiveness and transparency and to demonstrate this commitment in the way they carry out their duties.

Person Specification

The person specification is a picture of the skills, knowledge and experience required to carry out the job. It has been used to draw up the advert for the job and will be used in the shortlisting and interview process for this post.

You should demonstrate on your application form how you meet the following criteria.

Essential

1. Ability to empathise and listen non-judgementally, eliciting what is really important to our clients,
2. Ability to work within the limits of the service, being clear about the boundaries of the support we can offer,
3. The ability to provide timely, clear, accessible information to a diverse audience, both residents and partner organisations,
4. Experience of working in partnership with community organisations,

5. Ability to prioritise workload and work independently,
6. Excellent written and verbal communication skills,
7. Experience of gathering feedback from service users,
8. Ability to write service reports,
9. Ability to use ICT including Microsoft Office, internet, e-mail and database management.
10. An understanding of and commitment to equal opportunities and the implications for this role.
11. Ability to work as part of a team
12. Able to work occasional evenings and weekends by prior arrangement.

Desirable

13. Knowledge of health and care services in Islington.
14. Knowledge of the diversity of the Islington population.

Salary and hours

This will be a part-time post, 35 hours per week, with some work required outside normal office hours (we operate a Time Off in Lieu scheme)

Salary: £27,000 with 25 days annual leave and 5% pension contribution (pro-rated if part time).

How to apply

Please send us a completed application form and equality monitoring form. Please return completed applications to: Emma Whitby, Healthwatch Islington
E-mail applications: emma.whitby@healthwatchislington.co.uk

Successful candidates will be subject to a DBS check.

Closing date for applications:

The deadline for applications is 8:30am on 17th September.

Interviews for this post will take place on 24th September 2019, please make sure you are available on this date.

For an informal discussion about this job, contact:
Emma Whitby 020 7832 5814

