

Job Description

JOB TITLE:	Surgery Signposter
REPORTING TO:	Head of Services, Action Hampshire
HOURS:	14 hours per week
DURATION:	Fixed term contract until 31 st March 2018
SALARY SCALE:	£20,955 per annum (full time equivalent) (This equates to £10.89 per hour)
OFFICE BASE:	Wickham/Bishops Waltham. The postholder will probably be based primarily at Wickham GP Surgery, with a weekly session at Bishops Waltham GP surgery.

JOB PURPOSE:

The purpose of this role is to act as a 'bridge' for patients with social, emotional or practical needs, to help them access non-medical services that can support them.

Patients may go to their GP for a range of reasons that are not purely medical. As well as having medical problems, they may be struggling with parenting, be lonely, have financial problems, feel anxious ... all of which can impact negatively on their health and wellbeing.

The Surgery Signposter's role will be to have one-to-one discussions with referred patients to understand their (non-medical) needs, and then put them in touch with relevant services that can support them. The Surgery Signposter will NOT provide the support him/herself, but will be the link worker or 'bridge' to enable and support patients to access existing services. The Signposter will work with patients of Wickham and Bishops Waltham GP surgeries.

This is a new role that is being piloted for the first time in a rural area. It is funded by Winchester Supporting Families programme so the priority patient group will be families who are struggling with any of the following: education; crime/anti-social behaviour; health; employment/housing/debt; domestic violence/abuse; physical or mental health; addictions. These families are our priority, however we want to offer the Surgery Signposter's services to any patients who are struggling with social, emotional or practical needs.

The post holder will be expected to build strong relationships with staff at the GP surgeries and the Winchester Supporting Families team, and local projects such as Village Agents, Care Navigators and Neighbourcare.

This is a fixed-term, part-time post. We anticipate the postholder working for two mornings and two afternoons per week, although there will be some flexibility. Working patterns will depend to some extent on the availability of space in the two GP surgeries.

This role requires a Disclosure and Barring Service check prior to appointment

JOB CONTEXT:

The Surgery Signposter will be employed, managed and supported by Action Hampshire.

For almost 70 years, Action Hampshire has been supporting not-for-profit organisations to deliver great services to local people and communities; speak up for the changes they would like to see; and shape the future of where they live and work.

Action Hampshire strengthens not-for-profit organisations by supporting, developing and connecting them. Our specialisms include: community led planning and solutions; research and engagement; health and social care; rural issues such as rural affordable housing; community buildings; social enterprise and trading; children and young people's issues; equalities; corporate social responsibility.

This role is a pilot project and hasn't been attempted in this way before. It will be an exciting opportunity to be part of creating new solutions for people in rural Hampshire.

Our ideal candidate will:

- have excellent interpersonal skills, and be able to build trust and rapport with all sorts of people in a short space of time;
- have experience of working on a one-to-one basis with people who have challenges in their lives, helping them to access the support they need;
- be administratively competent, ensuring that information is well maintained and kept confidential. (S/he will be subject to data protection and confidentiality rules);
- have a clear understanding of boundaries;
- be able to work flexibly, working with colleagues to change the project as necessary in response to the learning gained;
- be familiar with the local area and keen to continuously develop knowledge of local services;
- be a good partnership worker, building positive working relationships with local projects and organisations.

We do not expect the postholder to already know the projects and organisations in the local area. It will be helpful if s/he has some knowledge about what is available locally, but developing this knowledge will form part of the role.

Full training and guidance will be provided to the postholder before starting the role. Ongoing support and training will be provided, to help us all make sure this new project is a great success.

MAIN RESPONSIBILITIES AND TASKS

1. Delivery of support to patients who have been referred (or have referred themselves) to the Surgery Signposter

- To provide a courteous, efficient and friendly service to patients, GP practice staff, and local organisations.
- To receive 'referrals' from GP practice staff and act upon them.
- To discuss and fully listen to each patient's needs in a one-to-one session that may last up to 40 minutes. (When appropriate, these sessions might be conducted by telephone).
- To provide information and 'light touch' support to these patients to enable them to access the appropriate services. These may be statutory services, local voluntary or community sector services, or national charity services eg. telephone helplines.
- To work within the agreed service standards.
- To maintain personal information, ensuring compliance with NHS Information Governance standards.
- To maintain up to date knowledge of organisations and groups that can provide support to patients.
- To create strong links with local stakeholders such as Village Agents and the Winchester Supporting Families team.

2 Project Support

- To promote the project where appropriate through events, meetings and circulation of information.
- To support the compilation of information and intelligence as part of the regular monitoring and evaluation process.

3 General Responsibilities

- To maintain good relationships and effective communication with all stakeholders.
- To participate in training and development activities.

- To identify and support agreed recommendations for improvement/change.
- Any reasonable tasks that form part of the project remit, as required.

This is a description of the job as it is presently constituted. It is the practice of Action Hampshire to periodically review job descriptions and to update them. This process will be conducted in consultation with you. It is the aim of the organisation to reach agreement on any changes but if agreement cannot be reached, the organisation reserves the right to insist on such changes to your job description, after consultation with you.

Person Specification

Surgery Signposter

Description	Essential	Desirable
Qualifications		
Knowledge		
	<p>Understanding of confidentiality and data protection.</p> <p>General understanding of the work of GP surgeries.</p> <p>General understanding of the role of not-for-profit organisations in supporting individuals to maintain health and wellbeing.</p>	<p>Experience of working or volunteering in a not-for-profit organisation or community group.</p>
Experience		
	<p>Experience of working on a 1:1 basis with individuals in a signposting, or similar sort of role.</p> <p>Experience of working with people with challenges in their lives.</p> <p>Good level of ICT literacy (Excel; Word; e-mail).</p>	
Skills		
	<p>Excellent interpersonal skills and ability to build rapport and trust in a short space of time.</p> <p>Good written communication skills.</p> <p>Good organisational skills and clerical accuracy, especially for</p>	

	<p>recording and maintaining files.</p> <p>Strong understanding of the varied needs of different individuals.</p>	
Personal Qualities		
	<p>Warm yet professional.</p> <p>Empathetic and non judgemental.</p> <p>Able to work on own initiative to a high standard.</p> <p>Able to understand boundaries when working with patients.</p> <p>Able to combine a flexible approach with awareness of the need to meet deadlines.</p> <p>Ability and desire to help people find and implement pragmatic solutions.</p> <p>Enthusiastic approach to the development of the project.</p> <p>Sympathy with culture and values of the health and not for profit sectors.</p>	