

<b>Job Description:</b>	<b>Enhanced Social Prescriber</b>
<b>Reporting to:</b>	Director of Operations
<b>Location:</b>	based in local GP surgeries across Wrexham with office provision at one of the Rainbow Foundation's wellbeing hubs at the Rainbow Centre in Penley or Piercy Hall in Marchwiel.
<b>Salary:</b>	<b>£26,111 (pro rata) plus works pension and employee benefits</b>
<b>Hours:</b>	18 hours per week
<b>Annual Leave:</b>	33 days a year incl. bank holidays.
<b>Employee benefits:</b>	Paid travel between sites Holiday pay and pension scheme. Full training and support given. Supportive team environment where you can make a real difference and support community.
<b>Contract:</b>	Permanent (subject to continuous funding)
<b>Closing date:</b>	<b>Monday 26<sup>th</sup> January 2026</b>
<b>To apply:</b>	submit your CV with a cover letter (no more than 2 sides of A4) responding to the main points in the person specification to be considered at application stage
<b>Submit to:</b>	<a href="mailto:careers@rainbowfndn.org.uk">careers@rainbowfndn.org.uk</a>

If you would like to discuss the role in more detail, please contact Lisa White at the Rainbow Foundation on 01948 830730.

### About the Rainbow Foundation

The Rainbow Foundation is an active ageing charity which has successfully worked to improve the health and wellbeing of our communities since 1994. In 2023 we were announced the overall winners of the GSK IMPACT Awards in partnership with the King's Fund, which nationally recognises our outstanding work in health and social care.

All our services put the needs of our clients and staff at the forefront of what we do. As a charity we are driven by excellence over profits.

### Rainbow's Strategy and Vision

**Vision:** Of an age friendly community in which people lead healthy fulfilling lives as engaged citizens, with right of access to quality services both in their locality and according to their needs.

**Mission:** To empower people of all ages to retain as much independence as possible with an emphasis on rights, value and contribution,

and to support people to regain their sense of worth and discover their full potential, by supporting them in making changes to bring this potential into the world and ensuring their voice is heard.

**Our Purpose:** We are doers. We are a community. We change lives.

**Our Values:** Passion Ambition Respect Dignity Opportunity Empowerment

**Passion** – for our cause and the challenge that lies ahead

**Ambition** – to go the extra mile and drive the change that must happen

**Respect** – for ourselves, each other, our volunteers, our partners and our beneficiaries

**Dignity** – for our beneficiaries, listening and valuing their judgments and concerns to ensure they have better control over their lives; ensuring decisions are made with their input about their health or their own individual needs that is critical to a sense of dignity and self-esteem.

**Opportunity** – for our staff to create impact, and for beneficiaries to thrive by embracing the 5 ways to wellbeing; connect with others, be physically active, learn new skills, give, and pay attention to the moment.

**Empowerment** - empowering our clients to live their best life, and empowering our staff to deliver the best service possible so we deliver and achieve the most for our clients

*If you are aligned to our mission and values now is an exciting time to join team Rainbow, in a role that will be both personally rewarding and make a real difference to the lives of those we support.*

*# inclusive culture   # belong   # create real impact   # grow*

## Your role: job summary

Social isolation and loneliness are a major public health issue, associated with higher risks of mortality and morbidity. They are linked to hypertension, depression, dementia, disability and control of weight, drinking and smoking. These effects are particularly pronounced in mental health. People with more social contacts and higher quality relationships, tend to report better mental health than those without, especially if they are also in work.

Increasing demand on the health care health system is putting the traditional model of care under increasing pressure with the need for service providers to embrace change if it is to be transformational. It is well known that within primary care around 30% of all consultations and 50% of consecutive attendances concern some form of psychological and social problem. The health and wellbeing needs of patients cannot be met by a clinical intervention alone.

Therefore, we are delivering a social prescribing scheme across Wrexham linking with all GP practices and Community Agents (who deliver outreach support to the over 50's across Wrexham).

Social Prescribing is a means of enabling GPs, nurses and other primary care professionals to refer people to non-clinical support. Recognising that people's health is determined primarily by a range of social, economic and environmental factors. Social Prescribing seeks to address people's needs in a holistic way. It aims to support individuals to take greater control of their own health and help them to move from a state of dependence to one of independence.

We monitor the impact of our interventions and provide proactive engagement and feedback to GP practices across Wrexham.

## Role Responsibilities:

- To receive referrals from GPs and Health Professionals at the GP surgeries
- Support individuals to explore what matters to them and help them address issues that may be impacting on their health and wellbeing.
- Support the individual to make positive changes to their lives.
- Follow up appointments to support the individual to make positive changes and outreach as required.
- Refer appropriate individuals to our community agents so assist in practical solutions - advice, support, adaptations, independent living skills and social interactions.
- Provide high quality information and support and promote healthy living via access to a wide range of services.
- Develop social networks and local activities that support health and wellbeing which can be sustained by the community in the longer-term.
- Develop effective working relationships with all partners, stakeholders and local organisations.

- Engage face to face with service users to identify needs and appropriate interventions
- Work in both a reactive and proactive way to support older and vulnerable people within that community.
- Help people help themselves, or one another, through initiatives that facilitate community capacity, social inclusion, strengthened community networks and sustainable caring roles
- Establish support groups which promote better health and wellbeing.
- Help people maintain or regain independence through - living skills, adaptations and enablement approaches - Simple safeguards and new technologies - Advice, information and advocacy regarding appropriate housing and support.
- Engage with the service user in a friendly, courteous, prompt and appropriate manner, using excellent communication skills and ensuring delivery of high-quality customer service at all times.
- To be aware of the particular needs of the client group including those unable to access services directly and to refer these clients onto other services effectively.
- Access and accurately maintain electronic/hard copy client records, calls and referrals ensuring compliance with the Data Protection Act,
- Use IT equipment appropriately and effectively.
- Effectively promote of the 'Community Wellbeing Service'
- Maintain a database of clients to assist with the monitoring of outcomes of the service
- Adhere to all health and safety requirements both in the home and in the communities taking reasonable care not to do anything that may endanger yourself or others.
- Supporting the evaluation process including preparing monthly reports on service statistics including case studies and examples of interventions.

### Other duties:

- Carries out additional tasks that may be required from time to time to achieve agreed service outcomes
- Undertakes continuous professional development and training, constructively participating in meetings, supervision and other events designed to improve communication and assist with personal skills development within the role.
- Ensures that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
- Maintains confidentiality of all information and records relating to the work of The Rainbow Centre and work undertaken for monitoring and evaluation purposes.

## PERSON SPECIFICATION

**Post:** Social Prescribing Link Worker

**Key:** A = evidence in your application I = evidence at interview

SKILLS ATTRIBUTES KNOWLEDGE AND EXPERIENCE	
<b>Essential</b>	<p>Experience in supporting people to improve their health and wellbeing and in making positive behavioural changes (A)</p> <p>Experience of providing information to members of the public using active listening skills (A)</p> <p>Experience in using Word, Excel, Access, Outlook and PowerPoint to organise and communicate effectively (A)</p> <p>Experience in Motivational Interviewing, Active Listening and/or Health Coaching (A)</p> <p>Experience of supporting adults to deal with life challenges (A)</p> <p>Caseload Management / Delivering Quality - highly organised, self-motivated and able to manage workload (A&amp;I)</p> <p>Managing complexity (I)</p> <p>Non-judgemental, positive in outlook (I)</p> <p>Customer service and desire to support people (A&amp;I)</p> <p>Team working (A)</p> <p>Self-awareness with effective communication and interpersonal skills (I)</p> <p>Adapting to change (A&amp;I)</p> <p>Confident decision making (I)</p> <p>Professional competence (A&amp;I)</p> <p>Knowledge of how lifestyle can impact on health (A&amp;I)</p> <p>Knowledge of safeguarding issues for vulnerable adults.(A)</p>

	<p>Willingness to undergo necessary training and development (A&amp;I)</p> <p>Capacity to travel across Wrexham (A)</p> <p>Willingness to work outside normal office hours when required (A&amp;I)</p> <p>Subject to an enhanced DBS Check (A)</p>
<b>Desirable</b>	<p>Experience of working with other health professionals (A)</p> <p>Knowledge of local area and services available to adults across Wrexham (A&amp;I)</p> <p>A recognised Counselling, Motivational Interviewing, Social Work qualification (or similar qualification or experience) (A)</p>
<b>Others</b>	<p>Must have a car and driving licence (A)</p>

## Social Prescribing Link Worker– Competency Profile

The following competency profile will be used in recruitment, assessment, selection, development of the Social Prescribing Link Worker.

### Task competencies

#### Caseload Management / Delivering Quality

- ✓ Maintain client files following quality advice standards
- ✓ Captures data so that external quality standards are met.
- ✓ Abides by relevant policies and procedures, being particularly mindful of safeguarding issues.
- ✓ Proactively identifies improvements that can be made
- ✓ Pays attention to detail.
- ✓ Clear on what is needed and gets things done.
- ✓ Uses resources efficiently.

#### Managing Complexity

- ✓ Gathers information from a broad range of sources
- ✓ Focuses on practical solutions
- ✓ Picks up new information quickly and understands the implications for the Rainbow Centre
- ✓ Effectively negotiates to ensure the work is completed.

### People competencies

#### Customer Service

- ✓ Knows and communicates what The Rainbow Centre and other local organisations can offer.
- ✓ Adopts different communication methods according to need.
- ✓ Builds listening and responsive relationships with customers and partner organizations.
- ✓ Understands and values people with different skills and from different social and cultural groups.
- ✓ Summarises complicated issues in accessible ways.
- ✓ Communicates well in writing and in person.
- ✓ Challenges discrimination and barriers to access.

#### Team Working

- ✓ Respects and supports members of the team
- ✓ Listens carefully, asks questions and offers constructive views
- ✓ Sensitive to group dynamics
- ✓ Shares information openly and appropriately
- ✓ Willing to offer help and support to others

### Self Management

#### Self Awareness

- ✓ Identifies sources of personal stress and acts to minimize them

- ✓ Effectively balances work and personal life
- ✓ Recovers quickly from setbacks
- ✓ Confident and knowledgeable about own strengths and cultural identity
- ✓ Seeks advice, feedback and help from others
- ✓ Identifies new skills and knowledge needed to move forward

### **Adapting to Change**

- ✓ Approaches new tasks with energy and enthusiasm
- ✓ Remains positive and optimistic in times of change
- ✓ Open minded and supportive of new ways of doing things
- ✓ Recovers quickly from setbacks
- ✓ Relates existing knowledge and skills to new problems
- ✓ Willing to replan at short notice

### **Confident Decision Making**

- ✓ Acts consistently and with integrity
- ✓ Refers decisions upwards when appropriate
- ✓ Maintains confidentiality
- ✓ Decisions are transparent
- ✓ Undertakes tasks independently and with confidence
- ✓ Prepared to act decisively

### **Professional Competence**

- ✓ Seeks professional development.
- ✓ Respected within, and beyond, the team for their skills and knowledge.
- ✓ Aware of sources of information and services – locally, regionally and nationally.

The Rainbow Foundation is an accredited Real Living Wage employer, we have an Employment Assistance Programme in place to support our staff's wellbeing, and are an Equal Opportunity employer.

