

JOB DESCRIPTION

Job title: Community Link Worker

Responsible to: Head of Social Prescribing

Salary: £31,110 per annum

Hours: Full time, 35 hours per week. Job share will be considered

Contract type: Fixed term for 9 months with extension dependent on funding

Who We Are

Merton Connected strengthens the voluntary, community and faith sector and supports organisations across the borough through training, advice, volunteering and partnership building. We pioneered social prescribing in Merton, now embedded in every GP practice for over a decade, and deliver services including Healthwatch Merton, the Home Visits Library and Merton Giving, the borough's place-based giving scheme.

About the role

The Community Link Worker will play a key role in supporting individuals who are economically inactive due to musculoskeletal issues and/or mental health needs, and with a desire to return to or get into work. The postholder will build strong relationships with local services, employment teams, health professionals and community organisations to enable clients to reintegrate into the workforce and improve their overall wellbeing.

This role requires flexibility to work across multiple community settings, including GP practices and outreach locations as part of a multidisciplinary team. As well as having a base at the Merton Connected office in Vestry Hall and potential opportunity to work from home.

This project will be delivered by Merton Connected in collaboration with South London Partnership

What We Offer

- The opportunity to be part of an innovative, growing service that will be celebrating its 10th year of transforming lives in the Merton area.
- The chance to work with an inspiring, supportive team and a variety of partners across statutory, voluntary, and community sectors.
- Ongoing professional development and training
- A collaborative, multi-disciplinary environment, where your contributions will directly influence the health and well-being of the local community.

KEY RESPONSIBILITIES

Client Support & Case Management

- Engage with individuals who are unemployed and living with musculoskeletal and/or mental health conditions, working within the community to connect them with services that support their holistic needs.
- Provide one-to-one guidance and motivational support to build confidence and readiness for training, volunteering or work.
- Support clients to identify personal goals and ability to manage their health and wellbeing.
- Support clients in accessing opportunities including volunteering, work experience, skills training and ultimately sustainable employment.
- Maintain accurate and up-to-date records of patient interactions and service activity, contributing to ongoing monitoring, evaluation and reporting, in line with data protection and safeguarding guidelines.

Community & Partnership Engagement

- Promote awareness among health professionals of employment as a health outcome and encourage employment-related conversations as part of routine patient care.
- Work collaboratively with multidisciplinary teams, community groups and local partner organisations to develop strong referral pathways and a co-ordinated and seamless patient journey
- Promote the value of social prescribing to both clinical staff and patients, engaging within the community to encourage a personalised and preventative approach to care.
- Raise awareness of the wider determinants of health, including housing, employment, and social isolation, and support individuals to address these challenges.

Awareness & Advocacy

- Raise awareness of the health and wellbeing impacts of unemployment within local communities and primary care networks.
- Advocate for individuals facing complex barriers to employment, supporting their voice and choice in navigating systems and opportunities.

PERSON SPECIFICATION

Essential

- Experience in health and social care settings, with an understanding of musculoskeletal (MSK) and mental health conditions and their impact on daily life.
- Knowledge of the wider determinants of health and how they influence individual wellbeing.
- Experience working within community-based settings and services.
- A solid understanding of personalised care and person-centred approaches, with the ability to support individuals in self-managing their health.
- Experience of working within multidisciplinary teams across health, social care, and community environments.
- Excellent communication and interpersonal skills, with the ability to build trust and engage effectively with a diverse range of people.
- A proactive, self-motivated approach, with the ability to work both independently and as part of a team.
- Knowledge of the local employment support landscape, including training providers and voluntary sector services.
- Ability to engage hard-to-reach populations with empathy, cultural sensitivity, and professionalism.
- Strong communication and interpersonal skills, with the ability to liaise effectively across different sectors.
- Organisational and record-keeping skills
- Familiarity with MS Office applications including Word, Excel, Teams and Sharepoint
- Commitment to confidentiality, safeguarding, equality and diversity.

Desirable

- Understanding of the social prescribing model.
- Knowledge of relevant welfare benefits related to sickness and unemployment.
- Experience of working with people who are unemployed or with complex health needs or disabilities.
- Experience of case management systems and monitoring outcomes.