

## JOB DESCRIPTION AND PERSON SPECIFICATION PCN

**JOB TITLE:** Social Prescribing Long COVID Coordinator

**Employed by:** Imago

**Responsible to:** Service Manager

**Working hours:** Full time or part 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 and discussion meetings
- Plan and organise tasks and activities/sessions within own work area, both ongoing and to agreed timescales; 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, ensuring that all interventions are ordered, and patient notes, results and reports are made available to the appropriate clinician in time for the next step of the pathway
- Organise, attend and support integrated MDTs as directed
- Convey information to the patient, carer's, 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 it is straightforward (using referral pathways); and where triage is not straightforward, prepare information for discussion with line management



- Undertake activities to meet delivery needs; work with clients on a one-to-one basis; deliver group support where required; be flexible to the evolving demands of the service as it develops through subsequent phases
- Contribute to the development of awareness and training sessions, including working on co-development workshops; lead the delivery of training sessions to a range of health care professionals
- Evaluate administration processes and procedures, implement improvements in consultation with line management
- 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
- An understanding of the impact of Long COVID
- Able to motivate and empower others; experience of working with individuals to identify and action personal goals; experience of monitoring and evaluation
- Operational experience of multi-agency working
- 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 situations and have a measured response
- Confident working within professional boundaries
- Ability to forge effective relationships at all levels and across boundaries, 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
- Hold a full driving licence with business insurance and have access to own transport

## Desirable Experience

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

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