



## VOLUNTARY ACTION CAMDEN

### **Community Links Volunteer – Role Description Community Links Service – Care Navigation and Social Prescribing service**

- Role Title:** Community Links Volunteer.
- Responsible to:** Community Links Co-ordinator
- Hours:** Various hours or at least 3 hours per week
- Location:** VAC/Community centres/GP surgeries and at various sites

#### **ROLE PURPOSE:**

- To engage with the local community, local residents and service users in GP surgeries and other community settings to raise awareness and link people to community based opportunities to improve general health and wellbeing.
- A Community Links Volunteer role may include all or some of these responsibilities as arranged with the Community Links Volunteer Coordinator.

#### **KEY RESPONSIBILITIES**

- To work with residents in various locations and to a range of locally based non-clinical support services and activities and to provide information leaflets and signposting to other appropriate non-clinical support services.
- To chaperone/escort, when necessary, to attend appointments such as hospitals, dentist, optician and to community activities.
- To support collecting prescriptions and deliver
- To promote general health, wellbeing and community services to targeted communities.
- To provide general information and signposting to sources of further help and information about general health improvement and services. This will include the use of tablets.
- To make referrals into community activities and service and to support people to access on line provision.
- To help the service to make and maintain connections to people referred to other services within Care Navigation and Social Prescribing Service.
- To make a commitment to follow the correct contact and referral policies and procedures in place for the Community Links Service.
- To complete and submit to the Data and Information Analysis Worker all data required to evidence contact and referrals made.
- To provide and share case studies about the work with local residents and service users.
- To attend training and support sessions to update skills and knowledge around general health and wellbeing, community services and on-line resources of potential benefit to local residents and service users.
- To liaise with members of the local community and service users to collect and record their views about locally provided health and wellbeing services

- To feedback to the Community Links Coordinator, any anecdotal information about the views of community members on local needs and services.
- To support and participate in locally organised community activities, including organised walks, exercise sessions, health events, discussions and consultations as appropriate.
- To attend regular support, information and supervision sessions.
- To share insights and information with other Community Links Volunteers through regular update sessions.
- To maintain appropriate patient confidentiality and follow the agreed policies and procedures of the service.

**Other Duties:**

- To attend relevant training to fulfil the requirements of the role.
- To keep records for purposes of monitoring and evaluation
- To treat confidentially any information that is personal, private or sensitive about individual, voluntary and community groups and/or users, staff etc following GDPR policies at VAC.
- To always comply with VAC's Diversity Policy, Financial Policy & Procedures and support in Health and Safety Policy and implementation.
- To work within an Equal Opportunities framework and the organisations policies and procedures
- To undertake other duties as required to fulfil the requirements of the role.

***The responsibilities of this role may be reviewed from time to time in response to the changing needs of the project.***