**CAMDEN CARE NAVIGATION AND SOCIAL PRESCRIBING SERVICE**



**VOLUNTEER ROLE DESCRIPTION**

**Role Title:** Social prescribing support volunteer.

**Responsible to:** Community Links Co-ordinator and Care Navigator / Social Prescriber

**Hours:** Flexible hours – minimum expectation 5 hours per week

**Location:** GP surgeries

**ROLE PURPOSE:**

* To support Care Navigators and Social Prescribers by assisting them with transactional aspects of social prescribing referrals.
* **To engage with local residents and service users in GP surgeries and assist them to access services and support identified by the Care Navigators and Social Prescribers.**

**KEY RESPONSIBILITIES**

* To work with social prescribing staff in health service locations and access a range of locally based non-clinical support services and activities for residents.
* To provide information and signposting to community activities and services.
* Assist residents to fill in forms for appropriate non-clinical support services. E.g. housing, cost of living support.
* To chaperone/escort, when necessary, to attend appointments such as hospitals, dentist, optician and to community activities.
* To use local databases to access support for residents e.g. Good Gym, Wish Plus etc.
* **To promote general health, wellbeing and community services.**
* To support people to access online provision. E.g. shopping, NHS website, etc.
* 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 Care navigation and Social Prescribing Service.T
* To keep records of sessions with residents, and submit all data required to evidence contact and referrals made to the appointed staff member.
* 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 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/for 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.***