

### Overview

As part of our Specialist Link Worker Team, based at the Rivers Centre, you will work alongside your Carr Gomm colleagues to support NHS clinical / counselling psychologists delivering individual and group programmes of work to people who have, experienced complex trauma / PTSD / complex PTSD and / or a history of childhood abuse.

The Rivers Centre offers both individual treatment as well as groups (Edinburgh Group Service).

In the Rivers Centre, you will work with clinicians, seeing individuals going through the psychology assessment process for complex psychological trauma. Your role will be to support them in accessing the assessment process and then offer non-therapeutic support and to direct people towards relevant services which can support them appropriately (e.g. benefits and debt; housing support; addictions services; community activity). You may be allocated people for Link Work support who are being supported by Rivers clinicians in the longer term. These people will need some ongoing support to access such services.

The Group Service offers the See Change Programme and the Survive and Thrive and Compassion Focussed Therapy group work programmes. These groups are aimed at people who have a diagnosis of complex PTSD and/or a history of childhood abuse. You will be part of a small team supporting clinicians who deliver weekly sessions and will offer your group members one-to-one link worker (non-therapeutic) support and to direct people towards relevant services which can support them appropriately (e.g. benefits and debt; housing support; addictions services; community activity).

Your holistic approach and excellent interpersonal skills will mean that you provide support and encouragement to group participants around a wide range of aspects of their wellbeing. Your expertise and experience will enable you to provide them with information and support around access to resources such as groups and workshops which help build their confidence and wellbeing and support them to break down social isolation and loneliness in those who attend.

You will support people as required, in a person-centred way and in line with Carr Gomm's values. These values are: *Choice, Control, Openness & Honesty, Interdependence, Respect, Compassion and Kindness.*

### Responsibilities

Reporting to the Carr Gomm Edinburgh Community Projects Manager, you will work with NHS colleagues and other partners whilst prioritising the needs of the people you support:

- You will undertake all required recruitment activities for the psychological programmes, e.g. phone calls, meetings, questionnaires to support individuals to start attending their service;
- You will provide link work support to participants individually, outside group sessions either remotely or face-to-face, depending on individual need;
- You will work with your NHS colleagues to support weekly sessions for groups;
- You will support the individual assessment process as required, supporting patients to attend, contributing your link work knowledge when needed and meeting or following up with patients afterwards if appropriate;
- You will maintain an agreed case-load of individuals to whom you provide link work support on an ongoing basis who are receiving one-to-one therapy;
- You will network extensively with other organisations and groups to establish the availability of services and share this information with your colleagues as well as people you support as required;

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- You will support the running of the Safe Harbour graduate group (a group which revisits material from the Sea Change programme with input from a Therapist), taking your turn on the rota, and ensuring communication with group members is effective;
- You will undertake monitoring and evaluation activities, as required by the Link Work project for example recording outcome feedback, writing case examples, keeping statistics;
- You will record all individual work with participants on NHS Lothian's information management system, ensuring this is kept up to date and accurate;
- You will ensure that managers and colleagues are updated through active participation in team meetings and other team communication in relation to changes to project work;
- You will undertake development opportunities provided by partners and take responsibility for your own personal development.

This outline is by no means exhaustive; it gives a flavour of the responsibilities and skills required. You will be accountable for evolving and enacting all plans to achieve the project's aims; you will therefore need to be able to balance immediate priorities and the need to self-motivate to push forward towards the project's longer-term goals. You will have the necessary autonomy to progress project activity but you will not work alone; you will work interdependently and interactively with your line manager and others in your team and the Rivers Centre, so there will always be others to support you, and equally requiring your expertise.

### What makes a great Specialist Link Worker?

This is an exacting role in an unusual environment, working with individuals who experience complex and various needs. You will therefore have the skills and leadership abilities to meet the demands of this post, and team. You will have experience of working in communities and of partnership working, and of supporting and engaging with people in difficult circumstances. We also have an expectation of attitude - a proactive learner with a flair for engaging with and relating to people; someone who is enthused by this project and shares our values. You will have to be creative, patient, positive, resilient and motivated with a wide range of skills to draw on. You must be a natural communicator at all levels and in multiple formats so you can both build networks and links and feedback information to managers.

### Your benefits will include:

- Enhanced mileage payment of 45p per mile
- 35 days' holiday per year, increasing to 40 days with length of service.
- Enhanced maternity, paternity, adoption, and sick leave
- A Defined Contribution pension scheme, with incremental employer contributions
- Free Blue Light Card (giving access to thousands of discounts and promotions)
- Access to the Carr Gomm App: which includes free physiotherapy, health coaching, and counselling.
- Membership of a credit union
- Cycle to work scheme; and more!