

INFORMATION PACK

**Social Prescribing Link Worker
(Complex Mental Health Focus)**





WELCOME

A few words from our CEO

Thank you for your interest in our organisation and this role.

We're proud to have directly helped 27,000 local people this last year, more than we've ever supported. We've been working in local communities to improve mental health and wellbeing for 30 years and during that time our support has evolved, enabling us to help people in new and impactful ways.

We believe everyone has the right to enjoy good mental health and our team of trusted professionals provide expert support to help people lead full and happy lives. What's more, we campaign locally to improve services, raise awareness and promote understanding of what good mental health looks like.

Ours is a vibrant organisation to work for and our staff are our most important asset. We know just how important the benefits of a mentally healthy workplace are. So, it's only natural that our people and our culture are at the heart of all we do. Staff wellbeing is a high priority for us and we take great care and pride in making sure that everyone who works with us feels valued and supported. We're dedicated, friendly and open, working together to improve the lives of local people experiencing mental health problems.

I hope you'll be interested in joining our team once you've read this pack and I look forward to meeting you.

Emma Howitt
CEO

Our Values

CARING

We genuinely care about local people and the work that we do. We treat people with respect and dignity.

WELCOMING

It can be difficult to ask for help and there is still much stigma associated with mental health. When people come to us for support, our response is warm and welcoming. Our staff and volunteers are helpful and friendly. We don't judge people.

TRUSTWORTHY

People trust us with their personal stories. We appreciate this isn't easy and are grateful for people's confidence in us. We take confidentiality very seriously.

DETERMINED

We are committed to finding the best support for local people. We can tailor our services to meet their needs as we know finding help for mental health issues can be difficult. If we can't help then we'll find the right support from other local organisations where needed.

PROFESSIONAL

All our staff and volunteers are skilled in the work they do and are supported by us. We're constantly working to ensure our environment is safe and beneficial to you.



What one of our GP Clinical Leads thinks about our Social Prescribing team:

“We are very grateful for our adult and young person’s Social Prescribing teams and the amazing job they do for our patients. They find out what matters to each individual, what the person feels would make their life better, and what barriers the person is facing. They work with them, empowering and supporting them to meet their goals, access other services and make positive changes in their lives.”

Social Prescribing Link Worker (Complex Mental Health Focus)

Job Purpose:

We are keen to recruit an enthusiastic and committed individual to join our Social Prescribing Team. The team works across the Greater Middlesbrough Primary Care Network, delivering social prescribing support within eight GP practices [Our GP Surgeries – Greater Middlesbrough Primary Care Network](#).

As a Social Prescribing Link Worker, you will work with patients registered with GP practices within the network. Your role will focus on providing holistic, person-centred support aimed at improving individuals' health, wellbeing, and lifestyle choices. This post will have a particular focus on supporting people with complex mental health needs and those who may experience barriers to accessing services and who may experience health inequalities.

You will work collaboratively with people to help them identify their strengths, goals, and motivations. You will connect individuals with services, community groups, and activities that can enhance their health, wellbeing, and social circumstances.

In addition, you will contribute to the development of new opportunities where gaps exist and work closely with colleagues to build a comprehensive understanding of local provision. Your work will help people within Teesside take control of their wellbeing and lead happier, healthier lives.

Main Duties

Development

- Work within the Greater Middlesbrough PCN to promote the role of Social Prescribing for patients.
- Work in partnership with primary care staff to increase understanding of patients' needs and how they can be met through social prescribing and existing community provision.
- Work in partnership with local community provision to include and support individuals referred into the service.
- Support the team to identify gaps in services and support available to individuals, and feed this into service development and stakeholder discussions.

Delivery

- Respond to referrals from GPs and practice staff and engage individuals in the service.
- Deliver a service that is flexible, person-centred and trauma informed.
- Support patients through the service pathway, including:
 - Triage, assessment and delivery of time specified, goal focused support
 - Working with each individual to identify their strengths and goals
 - Co-produce a plan with each individual to work towards their goals
 - Introducing and connecting individuals to organisations, groups, activities and services relevant to them
 - Co-produce a safety assessment and plan to manage concerns around risk and vulnerability
 - Deliver a range of interventions including:
 - Supporting individuals to attend community groups and activities
 - Providing emotional support and confidence-building
 - Helping individuals to develop coping strategies
 - Supporting individuals to maintain relationships with friends and family
 - Gather and record progress and outcomes with individuals, including:
 - Using an agreed outcome measurement tool
 - Using electronic database/case management systems (including GP practice systems -System1/EMIS)
 - Capturing qualitative data
 - Capture, understand and learn from feedback provided by individuals using the service.
 - Attend GP practice meetings, where required, and provide relevant information and feedback.
 - Manage a caseload of patients, ensuring referrers understand capacity and possible waiting times.

Other Responsibilities

- Work within the values and policies of Teesside Mind
- Proactively participate in in line management supervision, caseload management supervision and peer support sessions
- Ensure confidentiality is upheld, in line with legislation and organisational policies
- Ensure health and safety of self and others
- Attend training and events as required
- Undertake other tasks commensurate with the position as required.

Person Specification Criteria

Experience & Qualifications	Essential	Desirable
Level 3 health and social care qualification or equivalent	●	
Working within trauma-informed approaches	●	
Engaging and working with those who may experience barriers to accessing services and who have complex health and social issues	●	
Working collaboratively with individuals in goal focused ways	●	
Close partnership working with other organisations / services for the benefit of the individual	●	
Working independently in the community (or in a relevant setting)	●	
Using outcome measurement tools with individuals		●
Working closely with or within primary care settings		●
Facilitating peer led support groups		●

Knowledge	Essential	Desirable
Barriers and challenges faced by individuals in Teesside	●	
A range of emotional, health, social and vocational interventions and techniques	●	
Child and adult safeguarding procedures and relevant legislation	●	
Community and specialist services and support available to individuals in Teesside		●
Structures and systems within primary care and secondary care health settings		●
Local geographic knowledge of Teesside		●

Skills and Competencies	Essential	Desirable
Safety assessment and safety planning	●	
Building relationships with individuals based on trust, respect and clear boundaries	●	
Well-developed communication skills	●	
Excellent organisation and administration skills	●	
Ability to adapt and work with change	●	
Ability to manage own caseload, varied workload and prioritise effectively	●	
Ability to work with minimum supervision, use own initiative and make appropriate decisions	●	
Able to recognise when advice / guidance is required and seek this appropriately	●	
Well developed IT skills (including Office 365 and Microsoft Teams)	●	

Other Personal Qualities	Essential	Desirable
Car driver and use of own transport for work purposes	●	
Ability to work flexibly to meet the needs of the service. Teesside Mind operates between 9:00am and 7:00pm, Monday to Friday and you will be required to work within these hours	●	
Caring and trustworthy	●	
Welcoming and determined	●	
High level of enthusiasm, self-motivation, professionalism and ability to self-reflect	●	

Main Terms and Conditions

Job Title:

Social Prescribing Link Worker (Complex Mental Health focus)

Contract:

Permanent

Responsible to:

Senior Social Prescribing Link Worker / Social Prescribing Team Manager

Hours:

36.5 hours, full time (Teesside Mind operates between 9:00am and 7:00pm, Monday to Friday. You will be required to work within these operating hours.)

Salary:

£27,661.67 per annum

Location:

The role is based within GP practices and office locations across Middlesbrough, as well as community venues within the local area.

Disclosure:

This position is subject to a 26-week probationary period, satisfactory references, Mind's policies on Safeguarding of Children and Young People and Vulnerable Adults and an enhanced DBS check and subsequent re-checks.

How to Apply

If you would like to find out more about this opportunity, please call 01642 257 020 to speak to Lucy Cushley.

Please complete the application form on our website.

Interview date: Provisionally 9th & 10th April 2026

**Closing date for applications:
Friday 27th March 2026**

Standard benefits:

- Defined salary according to job evaluation and Teesside Mind pay scales
- Contributory pension scheme
- Travel expenses in line with HMRC

Enhanced benefits:

- Access to EAP wellbeing service
- Holidays commence at 26 days plus 8 BH and increase with length of service up to 32 days plus 8 BH*
- Up to 2 days (15 hrs) off for volunteer / charity work*
- Up to 3 days (22.5 hrs) off for time off to care for dependants*
- Up to 6 hrs for medical appointments*
- Up to 2 weeks of bereavement leave for the death of a close/immediate family member*
- Enhanced Maternity, Adoption, Surrogacy, Paternity pay
- Free parking at Middlesbrough and Stockton offices (subject to availability)
- Access to financial rewards and discounts for high street shops, restaurants, holidays etc.

Other Family Friendly Benefits:

- Flexible working**
- Hybrid working**
- Other time off including but not limited to carers leave or parental leave either paid or unpaid as defined by statutory provisions.

Personal Development:

- Monthly supervision and a personal development plan (with and without funding - subject to approval)
- Annual development day for staff and volunteers

All essential job criteria are subject to reasonable adjustments in line with the Equality Act 2010

- *All benefits are pro-rata for part time or part year contracts
- ** Subject to meeting the needs of the individual, the team and service delivery

INFORMATION PACK

**Social Prescribing Link Worker
(Complex Mental Health focus)**



The Mind Centre,
90-92 Lothian Road,
Middlesbrough, TS4
2QX.

T: 01642 257020

info@teessidemind.org.uk

