

L5 Link Worker

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	X	✓	✓	✓	✓	X	X

Policy

To ensure the person who is using the service have their individual needs and wishes met through the link worker system.

Procedure

1. Part of a support worker's duties includes being a link worker. This can be to an individual person using the service or to a small group of people who use the service.
2. Every person will be allocated a link worker from amongst the staff team. This role is to provide a personal link between the service and the individual.
3. All those people who use the service and or their representatives will be made aware of the link worker and what the role entails.
4. Link workers have a responsibility for all people they support whilst on duty.
5. The link worker should have regular communication with the people they are supporting and or their representative.
6. Key tasks may include:
 - Involvement in the assessment and review of person-centred care plans.
 - Attend review meetings / case conferences / transition meetings.
 - To communicate to other staff the most appropriate way of working with a person, referring to their lifestyle, needs and wishes.
 - To liaise with family /friends / advocates to develop a useful working relationship.
 - Day Services only – to liaise with social worker /care manager in the absence of a supervisor. The supervisor must be informed of any outcomes.
 - To ensure that the birthday of the person using the service and other important occasions are given consideration in accordance with the persons wishes. Where the wishes of the person using the service cannot be fulfilled the reasons should be explained.
 - To meet with the person on their admission day and introduce them to the service.
 - To provide information as requested by your supervisor.
 - Where possible and only if the service can accommodate a member of staff to support at medical appointments.
7. The manager / supervisor will review the allocation of the link worker in consultation with both the person using the service and staff if there is a need for a change.