

Neighbourhood Flow Key Worker Job Description x 6 positions

Salary: £26,344.50

Hours: 37.5 hours per week

Term: 1-year fixed contract (1st July 2026 – 30th June 2027)

Location:

- 1 post working across North Devon
- 1 post working across Exeter
- 1 post working across Crediton, Moretonhampstead and Okehampton
- 1 post working across Honiton, Ottery St Mary and Cranbrook
- 1 post working across Exmouth, Woodbury, Budleigh
- 1 post working across Sidmouth, Seaton and Axminster

Responsible to: Flow Project Manager

About Encompass Southwest

Vision

A world where people experiencing multiple disadvantage and trauma are met with compassion, courage, and respect. Where safe homes, strong relationships, and meaningful support enable people to thrive, and ultimately, services like ours are no longer needed.

Mission

To alleviate homelessness, poverty and multiple disadvantage across Northern Devon by providing housing support, hardship assistance, and tailored support that enables people to achieve stability, independence, and lasting change.

Purpose statement

Encompass exists to support people experiencing multiple disadvantage - including homelessness, poverty, substance misuse, domestic abuse and mental health - in ways that recognise the whole person, not just the challenges they face.

We do this by building meaningful, compassionate relationships that create trust and belonging, which fosters the conditions where people feel valued and heard.

By embracing a curious, brave and collaborative approach, we provide responsive, practical support that aims to transform lives and communities.

Values

People First — Always start with the person.

Real Relationships — Be honest, human, and kind.

Brave & Responsive — Face the hard stuff with heart.

Creative Autonomy — Trust people to do good work well.

Go the Extra Mile — Walk with, not just beside.

Stronger Together — Collaboration is our superpower.

Compassionate Consistency — Stay steady, stay kind.

Keep Learning — Reflect, adapt, grow.

Purpose-Driven — Do what matters. Mean it.

Context

Encompass Southwest in partnership with Royal Devon University Healthcare NHS Trust

“Only around 10% of a person’s health outcomes are directly influenced by healthcare services. The greatest influence comes from the social and economic conditions in which people live.”

Since 2021, Encompass Southwest has worked in partnership with the Royal Devon University Healthcare NHS Trust (RDUH) to deliver person-centred, trauma-informed support for people facing complex challenges.

Our Neighbourhood Flow service helps patients navigate health, social care and community systems by focusing on *what matters to them* — building trusted relationships, identifying strengths, and working alongside people to achieve meaningful goals that improve wellbeing and reduce avoidable hospital admissions.

Unlike traditional social prescribing models, Neighbourhood Flow provides intensive 1:1 Key Worker support over approximately six weeks. The approach is relationship-based, solution-focused, and grounded in asset-based, person-centred care.

Rather than asking people to fit into services, we work to ensure support flows around the person.

About the Role

The Neighbourhood Flow Key Worker will manage a caseload of patients referred through community nursing teams across Devon. The role involves supporting people with a wide range of non-clinical needs that may affect their health, wellbeing, independence, or ability to remain safely at home.

Using a “What Matters to Me” conversation, Key Workers will help patients identify their goals, strengths, and priorities, then connect them with appropriate community, voluntary, statutory, and health services.

Support is primarily delivered by telephone, with home visits and community-based meetings where appropriate.

The postholder will work closely with NHS colleagues, VCSE organisations, community groups, and local services to improve coordination of support, reduce barriers to care, and strengthen community resilience.

Areas Covered

Neighbourhood Flow works across community nursing teams throughout Devon, including:

Northern Services

- Ilfracombe and South Molton
- Barnstaple
- Torrington (Bideford, Northam, Torrington and Hartland)
- Holsworthy, Bude and surrounding villages

Eastern Services

- Exeter South & West
- Exeter Central & East
- Tiverton & Cullompton
- Crediton, Moretonhampstead and Okehampton
- Honiton, Ottery St Mary and Cranbrook
- Exmouth, Woodbury and Budleigh
- Sidmouth, Seaton and Axminster

Why Neighbourhood Flow Matters?

People with the greatest need are often the least likely to access support. Many people describe feeling overwhelmed by fragmented systems, repeatedly retelling traumatic experiences to multiple services, and feeling that no one truly listens or understands their situation.

Neighbourhood Flow offers a different approach.

By building trusted relationships and coordinating support around the individual, we aim to ensure people:

- Feel heard, respected, and understood
- Only need to tell their story once
- Receive coordinated, compassionate support
- Can access the right help at the right time
- Are empowered to build on their strengths and community connections

Key Working Relationships:

- Flow Projects Manager
- Neighbourhood Flow Key Workers
- Discharge Co-ordinators
- Community Health and Social Care teams
- Community Nursing Teams
- Community Developers
- Primary Care Network Social Prescribers and Community Connectors
- Community groups, VCSE organisations, and other organisations/resources relevant to supporting Neighbourhood Flow patients across the locations.

Other working relationships

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider healthcare community, external organisations, volunteers, VCSE groups and the public. This will include verbal, written and electronic media.

Key Duties and Responsibilities

Principal duties

- **To manage a Neighbourhood Flow referral caseload:**
 - Ensure all patient data is processed and managed in line with approved RDUHF and Encompass information governance processes.
 - Connect patients to wider support aligned to the goals identified through a 'What Matters to Me' conversation.
 - Complete case notes and progress on EPIC (the NHS patient system).
 - Record all cases, interventions, and other required information on Advice Pro (Encompass' case management system).
 - Identify organisations/resources that can support patients and make timely referrals.
 - Use and monitor a small patient budget to support interventions.
 - Apply for grants through local grant giving organisations.
- **Support the development and establishment of the new Neighbourhood Flow project into new areas:**
 - Work closely with the Flow Project Manager, clinical lead, Flow team, patients, NHS staff and others to develop and continually improve the service.
 - Promote the project across community nursing and social teams through approved marketing materials, presentations and attendance at meetings and events.
- **Monitoring, evaluation, and reporting:**
 - Collect feedback from referrer and patients.
 - To assist with project reporting including writing case studies, evaluation including feedback to identify system/local gaps in provision.

- Attend Flow team meetings and others as needed.
- **Facilitate 'Team around the Person' meeting/interventions where appropriate:**
Meetings are generally held virtually, and the Neighbourhood Flow Key Worker will chair/facilitate these meetings together with the patient and take meeting notes and action points for each person attending.

GENERAL

Diversity and rights

1. Promote equality, diversity and rights at all times.
2. Treat others with dignity and respect at all times.
3. To raise with management any concerns related to the promotion of the diversity and rights of service users or peers.

Confidentiality

1. To maintain confidentiality at all times.
2. To not disclose any information regarding service users or their children obtained during the course of employment.
3. Failure to adhere to this will be regarded as serious misconduct and may lead to disciplinary action.
4. To ensure safe storage of service user information.
5. The GDPR Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information.

Policies and procedures

1. To be familiar with and to comply with Encompass policies and procedures.

Safeguarding children

1. Some of the people we work with have children, and all staff have a responsibility and duty of care to ensure the safety and protection of children. It is the postholder's responsibility to report any safeguarding concerns to the designated Safeguarding Officer and follow procedure.
2. It is the responsibility of all staff to be aware of and to comply with Encompass's Safeguarding policy. All staff are expected to act in accordance with the practice and principles outlined in this policy. Safeguarding is everyone's business.

Risk Management and Health and Safety

1. Support the Strategic Lead in promoting a risk management culture within the working environment, ensuring participation and involvement when requested
2. Identify potential risks that may impact on the ability of Encompass to achieve its objectives, and report concerns to the Project Manager.

3. Health and Safety is the responsibility of all staff, and the post holder is required to take due care at work, report any accidents or untoward occurrences and comply with the Encompass Health and Safety Policy.

Training and Development

1. Attend mandatory training updates as required.
2. Undertake training as necessary in line with the development of the post and as agreed with the Strategic Lead as part of the appraisal process.
3. Take responsibility for identifying what learning is needed.
4. To participate in supervision meetings and reviews to discuss how your role will help deliver the best possible care to service users.
5. To subscribe to reflective practice and participate in monthly group clinical supervisions and action learning sets.

Service User Involvement

1. Encompass is committed to empowering clients to have a voice in the service they receive. All staff are required to take a proactive approach in supporting this objective.

Data Quality

2. Ensure that all data and case notes entered into data capture systems are of a high standard.

Modernisation and Change

3. To be aware of internal and external targets to achieve in terms of improving and progressing the work of Encompass

Sustainability

4. The post holder will be required to embrace the concepts of sustainability within the workplace.
5. The post holder will be required to carry out duties in a way that ensures a high regard for energy efficiency, carbon reduction, waste management and the most appropriate use of resources.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask to flexibly undertake other duties.

Person Specification

Essential Skills and Experience

We are looking for someone who:

- Can work independently and collaboratively as part of a team.

- Has experience supporting people with multiple or complex needs.
- Understands the health, social care, and voluntary sector landscape.
- Has experience building partnerships across statutory, voluntary, and community sectors.
- Is proactive, organised, and able to manage competing priorities.
- Has excellent interpersonal and communication skills.
- Can build trusted relationships with patients and professionals.
- Is solution-focused, compassionate, and adaptable.
- Has strong written and IT skills, including experience using case management systems and Microsoft Office.
- Understands the importance of confidentiality, safeguarding, equality, and trauma-informed practice.
- Holds a full driving licence and has access to a vehicle.

Desirable

- Experience working within healthcare, community, or social prescribing settings.
- Knowledge of local services and community resources across Devon.
- Experience facilitating meetings or multidisciplinary working.

Working Style

This role involves a combination of:

- Home working
- Community-based support
- Visits to NHS and community settings
- Regular travel across Devon

Initial induction and training will take place at either the Barnstaple or Exeter office, with occasional ongoing meetings at these locations.

Our Approach

At Encompass Southwest, we believe people are the experts in their own lives. We are committed to:

- Trauma-informed practice
- Person-centred support
- Strengths and asset-based approaches
- Equality, diversity, and inclusion
- Co-production and service user involvement

We are looking for people who share our values and are passionate about making systems work better for people experiencing disadvantage.

Additional Responsibilities

The postholder will also:

- Comply with all Encompass Southwest policies and procedures.
- Maintain confidentiality and information governance standards.
- Contribute to safeguarding responsibilities and risk management.
- Participate in supervision, training, reflective practice, and ongoing professional development.
- Support sustainability and environmentally responsible working practices.

This job description outlines the main duties and responsibilities of the role. It is not intended to be an exhaustive list, and duties may change in line with service needs.