

Social Prescribing Training Needs and Opportunities in Canada

Survey Findings and Early Insights

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2024 Social Prescribing Connector Competency and Training Consultation

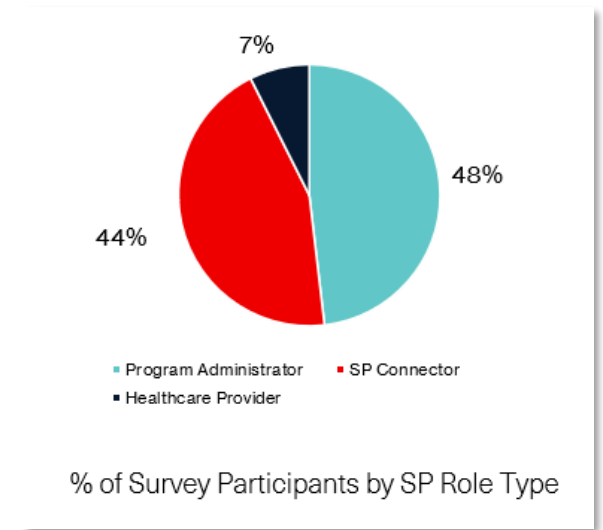
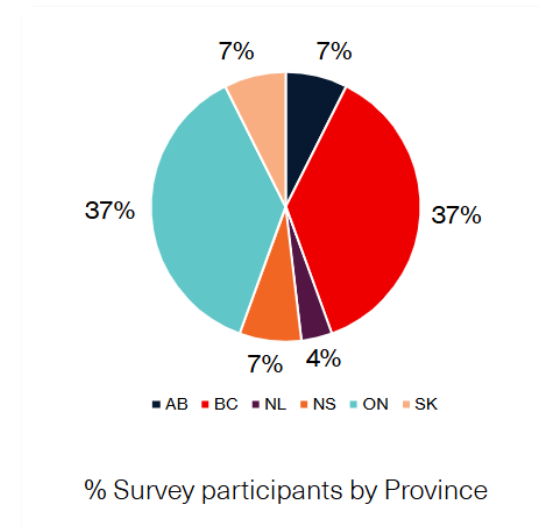
The findings in this report emerged from a consultation conducted in spring 2024, led by Siân Brand, a UK-based consultant with the Social Prescribing Network, in collaboration with CISP. Together we engaged SP partners and practitioners in:

1 Virtual Workshop: Convening SP practitioners including healthcare providers, program managers, administrators, and connectors to discuss:

- ✓ Core competencies and supervision and support for SP connectors.

2 Survey Follow-Up: Gathering feedback from 27 respondents across 24 organizations in 6 provinces, representing various SP roles to more deeply explore:

- ✓ SP connector identity
- ✓ Available training & gaps
- ✓ Training priorities
- ✓ Support needs & resources



Survey Findings

*Insights on the Social Prescribing
Connector Role*

Role Names

| Job Title | Total Identified |
|--|------------------|
| Connector Title | 12 |
| Navigator Title | 9 |
| Link Worker Title | 6 |
| Advocate Title | 2 |
| Other Titles (Incl. Coach, Mentor, Health Promoter, Social Worker) | 5 |

**For simplicity, in this report, the term “SP connector” was used as the umbrella term that includes all local variances of this role.*

Core Competencies

Survey participants widely agreed that the core competencies of the SP connector include competencies related to supporting the **individual** client, engaging with **community** stakeholders and performing **administrative** functions that enhance sustainability of social prescribing practices.

Individual Support

- ✓ Effective communication
- ✓ Cultural safety and competence
- ✓ Person-centred care planning
- ✓ Behaviour change support

Community Engagement

- ✓ Partnership building
- ✓ Local resource knowledge
- ✓ Community development

Program Administration

- ✓ Population health monitoring
- ✓ Data collection and monitoring
- ✓ Quality and safety compliance

Support, Supervision and Training Priorities

Survey participants shared perspectives on capacity building and training priorities as well as the types of support and supervision needed for SP connectors to carry out their work safely and successfully.

Essential support

- ✓ Clarity on the SP connector role and job scope
- ✓ Comprehensive training and access to resources
- ✓ Regular and consistent supervision
- ✓ Support for emotional wellbeing to prevent burnout
- ✓ Established and clear safety protocols for practice
- ✓ Opportunities for collaboration and connection

Top training priorities

- ✓ Interpersonal skills for building and maintaining trusting relationships
- ✓ Cultural safety and competence to support service access and enhance care experiences
- ✓ Community systems knowledge for navigating health care and social systems
- ✓ Safety and selfcare to prevent burnout and support wellbeing

Survey Findings

National and Provincial Training Priorities

Available Social Prescribing Training and Resources

- [Healthy Aging Alberta Link Worker Training](#)
- [United Way British Columbia Community Connector Training](#)
- [Alliance for Healthier Communities Social Prescribing Online Course](#)
- [WHO's "A Toolkit on How to Implement Social Prescribing"](#)
- [Healthy Aging CORE](#)

National and Provincial Training Priorities

| Training Topics (Highest to lowest priority) | Training Delivery Preference (% agreement) | | |
|--|---|------------|-----------------------|
| | National | Regional | National and Regional |
| 1. Health Equity | 9% | 14% | 77% |
| 2. Social Determinants of Health | 15% | 10% | 75% |
| 3. Holistic Assessment | 9% | 26% | 65% |
| 4. Community engagement and Strengths-Based Approaches | 5% | 52% | 43% |
| 5. Anti-Oppression in Care | 9% | 32% | 59% |
| 6. Cultural Safety and Competency | 9% | 22% | 70% |
| 7. Social Prescribing Fundamentals | 13% | 17% | 70% |
| 1. SP Connector Function | 5% | 41% | 55% |
| 1. Outcome Measures | 10% | 35% | 55% |
| 1. "Train the Trainer" Approach | 0% | 60% | 40% |
| 1. Digital Learning | 15% | 35% | 50% |

Training and Support for Supervisors and Managers

- ✓ Comprehensive knowledge of SP principles, models, benefits
- ✓ Deep understanding of SP connector function and wellbeing needs
- ✓ Community resource knowledge and partnership building

Next Steps and Key Opportunities

Opportunities for Further Exploration

- ❑ Social Prescribing Connector Role Clarity and Consistency
- ❑ Social Prescribing Connector Supervision and Support
- ❑ Training Access and Development

CISP-Produced Resources

Social Prescribing Link Worker Competency Framework



The infographic is divided into two main sections. The top section, titled 'Effective Communication', describes the importance of rapport and trust building between Link Workers and their stakeholders. The bottom section, titled 'Partnership Building', discusses the need for Link Workers to establish relationships with key stakeholders and the benefits of multi-stakeholder collaboration. The CISP logo is in the bottom right corner.

Individual Support Competency Domain
Effective Communication

Rapport and trust building between Link Workers and their stakeholders is essential for safe and high-quality social prescribing. Link Workers must employ a range of communication strategies to ensure effective collaboration with clients, caregivers, healthcare providers, and community stakeholders.

Link workers communicate that build an relationships facilitate per

Community Engagement Competency Domain
Partnership Building

Link Workers must establish relationships with all key stakeholders, including community organizations, caregivers, and healthcare providers.

Multi-stakeholder collaboration requires consistent language and precise communication to ensure coordinated and comprehensive support.

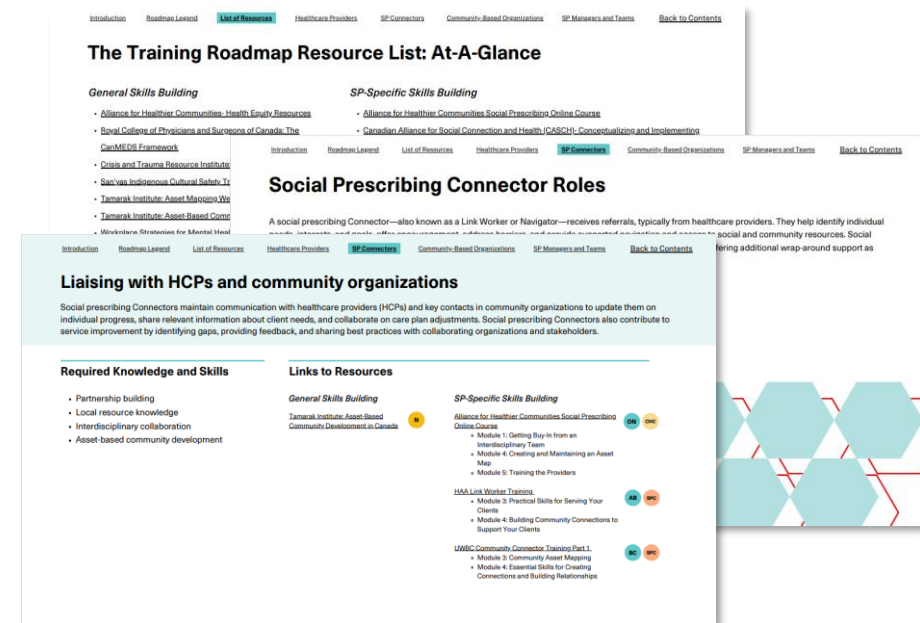
Link Workers build relationships with the social prescribing workforce ecosystem to ensure inclusivity and collaboration.

Building these connections creates a cohesive support network, facilitates resource sharing, and fosters mutual trust and understanding. These community and health partnerships ensure that social prescribing is delivered collaboratively and sustainably, leading to a more integrated and holistic approach to care.

cisp

Provides guidance for learning, training, support, and supervision for SP connectors.

Social Prescribing Training Roadmap



The screenshot shows a webpage titled 'The Training Roadmap Resource List: At-A-Glance'. It lists various resources for general and SP-specific skills building, including courses from the Alliance for Healthier Communities, Royal College of Physicians and Surgeons of Canada, and the Canadian Alliance for Social Connection and Health (CASCH). It also includes a section for 'Social Prescribing Connector Roles' and 'Liaising with HCPs and community organizations'.

The Training Roadmap Resource List: At-A-Glance

General Skills Building

- Alliance for Healthier Communities: Health Equity Resources
- Royal College of Physicians and Surgeons of Canada: The

SP-Specific Skills Building

- Alliance for Healthier Communities Social Prescribing Online Course
- Canadian Alliance for Social Connection and Health (CASCH): Conceptualizing and Implementation

Social Prescribing Connector Roles

A social prescribing Connector—also known as a Link Worker or Navigator—receives referrals, typically from healthcare providers. They help identify individual social and community resources. Social Prescribing Connectors also provide additional wrap-around support as

Liaising with HCPs and community organizations

Social prescribing Connectors maintain communication with healthcare providers (HCPs) and key contacts in community organizations to update them on individual progress, share relevant information about client needs, and collaborate on care plan adjustments. Social prescribing Connectors also contribute to service improvement by identifying gaps, providing feedback, and sharing best practices with collaborating organizations and stakeholders.

Required Knowledge and Skills

- Partnership building
- Local resource knowledge
- Interdisciplinary collaboration
- Asset-based community development

Links to Resources

General Skills Building

- Tamarak Institute: Asset-Based Community Development in Canada

SP-Specific Skills Building

- Alliance for Healthier Communities Social Prescribing Online Course
 - Module 1: Getting Buy-In from an Interdisciplinary Team
 - Module 4: Creating and Maintaining an Asset Map
 - Module 5: Training the Providers
- HVA Link Worker Training
 - Module 3: Practical Skills for Serving Your Clients
 - Module 4: Building Community Connections to Support Your Clients
- UWISC Community Connectors Training Part 1
 - Module 3: Community Asset Mapping
 - Module 4: Essential Skills for Creating Connectors and Building Relationships

Outlines activities, competency domains, skills, and training available to practitioners involved in social prescribing delivery.



Thank you for joining us today!

Contact us: CISP@redcross.ca

Website: socialprescribing.ca

Twitter: [@CISP_ICPS](https://twitter.com/CISP_ICPS)

For resources, newsletter, events & map of social prescribing initiatives: socialprescribing.ca