

## LINC Worker Contact Numbers

The contact number for your local LINC Worker can be found on the LINC noticeboards on station. LINC Worker details can also be accessed on The Pulse: <https://thepulseweb.lond-amb.nhs.uk/about-me/staff-support-services/linc/>

For more information please email [jackie.phipps@lond-amb.nhs.uk](mailto:jackie.phipps@lond-amb.nhs.uk) or call 0207 783 2015



### Five Steps to Wellbeing!



# LINC



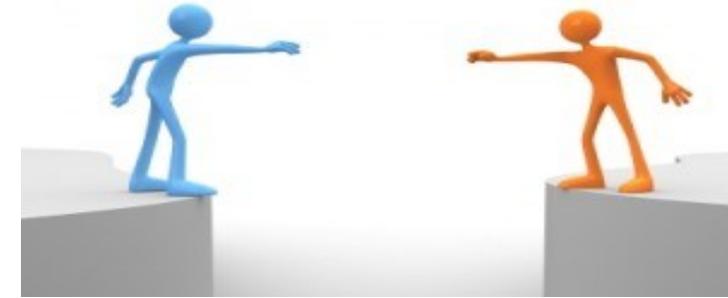
### USEFUL CONTACT NUMBERS

LINC 24/7 On Call 0207 922 7539  
Staff Counselling PAM ASSIST: 0800 882 4102  
Staff Support Services Manager 0207 783 2014  
Staff Support Services Advisor 0207 783 2016  
**Please Note:** Managers can refer staff for counselling by emailing referrals to: [counselling@pamassist.co.uk](mailto:counselling@pamassist.co.uk)

Make a note of your local LINC Worker number below and also store it in your mobile.

Name:
Number:

## STAFF SUPPORT



Listening

Informal

Non-judgemental

Confidential

# LINC



# ...supporting each other

## History of LINC

The first group of LINC Workers was trained in 2003 as a direct result of feedback gained from an LAS Annual Staff Survey, which highlighted that staff did not feel adequately supported at work.

Since the early days, LINC has gone from strength to strength and is now a comprehensive and robust Network comprising of over 100 LINC Workers. The LINC Network is an integral part of Staff Support Services. LINC Workers receive on-going support, training and supervision to assist them in what can be a very challenging role.

LINC Workers have provided support for staff involved in many major incidents, including 7/7 and the resulting inquests. The LINC network received a commendation from the Health Professions Council in 2008 and in 2010 it was named Runner-up in the Healthcare People Management Association National Award.

The LINC network is firmly rooted in the working practices of the LAS and widely accepted as an excellent support mechanism for colleagues. In its first year the LINC Network was accessed by 60 staff members; its use and demand has grown year on year to where over 800 staff accessed LINC in 2016.

## What is LINC?

LINC is the Peer Support Network that is available to all colleagues of the London Ambulance Service. The LAS endorses the definition of Wellbeing as: 'A state of emotional, mental, physical, social and spiritual Wellbeing that enables people to reach and maintain their personal and professional potential in their organisation and in their communities' and LINC is a vital component in achieving this goal.

From time to time we may experience difficult situations in our personal or professional lives. Most of the time we can cope. However, sometimes things can build up over time, or we may be overwhelmed by one particularly distressing event. Also, what is going on at home can make it difficult to cope with work; while on other occasions work problems can affect our home life. Many people find that it helps to talk about issues with colleagues who understand and will not judge. This is where the role of LINC Workers plays a vital part in our Wellbeing. They will listen and respect your right to talk confidentially. The only circumstance where confidentiality might be breached is where there is a risk of self-harm, harm to others, harm to the organisation or where there is a legal reason for disclosure.

We have a 24/7 on-call emergency line which is manned by our team of Senior LINC Workers: **0207 922 7539**

The Senior LINC Worker Team also deliver the Enhanced TRiM Consultations and all TRiM Referrals should be sent to [TRiMConsultations@lond-amb.nhs.uk](mailto:TRiMConsultations@lond-amb.nhs.uk)

## Who are LINC Workers?

LINC Workers are your colleagues. They are not from outside the Service, not someone in a call-centre but are people who work alongside you and understand the roles that we have and the unique nature of what we do. Colleagues who undertake their role as a LINC Worker do so on a voluntary basis. After rigorous interview and assessment processes, successful candidates undertake specialist training in listening and counselling skills, bereavement, stress, burnout, suicide, Post Traumatic Stress Disorder and Post Traumatic Growth. This training is over a four day period and is carried out on a part residential basis. LINC Workers are also robustly trained to refer staff to Counselling as well as referring to all other support services available.

LINC Workers come from a diverse range of job roles throughout the Service. This helps to ensure that all members of staff accessing LINC have a balance of choice and accessibility available to them.

LINC Workers are often the first line of contact for colleagues when they need support and, more importantly, when colleagues need an understanding ear.

**LINC WORKERS ARE TRAINED TO ADHERE TO THE BACP CODE OF ETHICS AND CONFIDENTIALITY.**