

JOB DESCRIPTION

1. Job Details

Job Title	Health & Wellbeing Practitioner	Line Manager	Health and Wellbeing Manager
		Salary	£25,245.96 (FTE)
Department	Health & Wellbeing	Directorate	Health & Wellbeing
Location	Midlothian GP Practices		
Hours	Full & Part Time	FTE	1

2. Job Purpose

Thistle Health and Wellbeing Practitioners work in small cluster teams to support young people and adults who are living with long-term health conditions / disabilities. Practitioners aim to support people to self-manage, improve their wellbeing and transition through difficult life situations.

They do this by delivering five core activities: persistent engagement; 1-1 coaching; group based self-management support; signposting; and peer development.

Teams are working towards being self-organised and are supported by the Thistle Hub, which includes a strategic team, manager and coach. Teams will be responsible for day-to-day decision-making and maintain accountability by adhering to four key principles and an operational framework. Teams work to a set of person centered behaviours – The Thistle Approach: a Framework to Support Wellbeing.

3. Team Member Responsibilities

	Description
1	Work to the key principles, operational framework and Thistle approach: In ways that are compliant with relevant legislation, policies and procedures.
2	Service Delivery: Deliver the 5 core (and additional) activities according to need using person-centered, solution focused and collaborative strengths based approaches.
3	Persistent engagement: Reduce health inequalities by developing flexible and innovative methods of engaging people who struggle to access support.

4	1-1 Support: Provide support by carrying out an initial Good Conversation to negotiate and agree Personal Outcomes and a Support Plan . Record the negotiated and agreed Personal Outcomes and Support Plan and progress review meetings. Caseload Management by actively managing caseload of individuals, provide ongoing support, act as a single point of contact, signpost, review progress toward outcome, and negotiate appropriate endings.
5	Group based support: Deliver Thistle’s structured group based supports. Support peers to develop their group facilitation skills.
6	Signposting: Maintain relationships with local agencies and organisations to ensure an effective range of signposting and ongoing referral options.
7	Peer and Community Development: Support peers to participate in the delivery of the service. Encourage peers to connect to each other, develop meaningful relationships and engage in meaningful activities.
8	Planning: Work to an annual activity plan. Work with team members to ensure effective and efficient coordination and scheduling of work activities; planning and scheduling holidays; training and development; team/coaching meetings; reflective practice; and intervision.
9	Personal, Professional and Team Development: Develop a personal/professional Improvement Plan to identify own personal learning requirements; plan and ensure that these are met via appropriate internal and external learning opportunities. Commit to developing the craft by attending coaching, reflective practice, practice development and intervision sessions regularly. Work with team members to monitor and review individual and team performance. Decide on, and implement, actions for continuous improvement
10	<p>Monitoring and Evaluation: Work with the team to monitor and record project outputs and appropriate records in recording systems. Continually gather quantitative and qualitative material for evaluation described in each project’s Monitoring, Evaluation and Reporting Framework. Using agreed tools and processes, report on project performance and key quality indicators such as:</p> <ul style="list-style-type: none"> • Number of referrals, waiting times, number of people seen, non-attendance • Demographic data • Signposting data (internal to Thistle supports, external) • Qualitative Data: Types of personal outcomes, satisfaction • Quantitative: Pre-post goal attainment, coping and confidence scales, WEMWEBS • Feedback from people accessing services
11	Safeguarding: Recording and reporting any concerns in relation to any child or adult that may be at risk of harm.
12	Support the day-to-day work of other Thistle workers, volunteers, and paid peer supporters as appropriate and agreed.
13	Support lead practitioner to develop and deliver presentations, workshops, training and learning opportunities ,co-ordinate site visits, and support students/ practitioners on placements/secondments.
14	Funding: Support Thistle Hub to build the profile of the Health and Wellbeing work, to seek out new areas of work, to identify ongoing funding/ fundraising opportunities, to contribute to grant applications.
15	Service development Use learning to support the development of the service, influence change in the wider Health and Social Care system and promote inclusion in the wider community.

4. Thistle Approach – Core Competencies

Competency	Description
Understanding Self	In order to work well with people we need to develop a good understanding of ourselves and the impact we have on other people. Being genuine, respectful and listening with empathy to other people’s perspectives lies at the heart of all our interactions. We believe this practice is nurtured by the ability to continually reflect on ourselves and the impact we have on others.
Building person centered relationships	In order to be genuinely person centered we need to be able to develop supportive, collaborative and enabling relationships. We also believe that people are the experts in their lives, that they are doing their best and that by working alongside people we are more likely to succeed. We reflect on the extent to which we create trust in all our relationships and how well we work within teams.
Making a difference using person centered approaches	We believe that using person centered approaches can be critical to whether people make the changes they want in their lives or not. We do this by focusing on what matters to each person and what they want specifically to achieve including taking life enhancing risks. We always encourage feedback in order to learn and improve on what we do.
Focusing on Strengths, resilience and contribution	We believe that people have strengths, skills, knowledge and resilience and the ability to contribute to their own and others’ lives. We need to be flexible and innovative to enable people to share these attributes and make the most of all contributions in order to find creative solutions. We celebrate the success this brings and build our resilience by learning from setbacks.
Promoting wellbeing, citizenship and community	We believe that everyone is a citizen with rights, responsibilities and a contribution to make to their community. This is only meaningfully possible when you have genuine wellbeing and are fully included in your community. This belief drives the work we do at Thistle so we know we must try to influence the unequal and discriminatory aspects of our society in order to change how things currently are. This requires us to share the ‘Thistle Approach’ more widely and in turn, learn from the world around us. To do this well we must continually reflect on what this means for us as individuals and as an organisation.

5. Key Contacts and Relationships

- People we support who live with long term conditions, including family members and carers
- Thistle volunteers and paid peer supporters
- Thistle Health and Wellbeing team
- Thistle Hub staff including Health and Wellbeing Manager and Thistle Coaches
- Thistle Health and Wellbeing Directorate Team
- Other Thistle Staff and departments
- Voluntary agencies and community groups
- Clinical teams across primary and secondary care
- Other professionals within external organisations

7. Dimensions

- The post holder may work with a range of teams and individuals
- The post holder's work normally takes place in Thistle offices, Midlothian GP Practices, on the premises of other partners organisations e.g. other voluntary organisations, local authorities or the NHS or venues within the person's local community and in some instances in a supported person's home
- The post holder is most likely to be required to also work virtually, e.g. from home where the use of telephone and online remote platforms including NHS Near Me options may constitute a significant portion of the working day
- **This is a fixed term temporary position**
- The job holder may have direct reports who are other Thistle workers, volunteers or paid peer supporters
- Travel/work across Scotland may be required
- The postholder will require a PVG

8. Job context and other related information

- The job holder is expected to commit to continually developing a personal understanding of person centered practice, diversity and inclusion in line with Thistle's key principles, operational framework and Thistle approach.

9. Job Description Creation and Revision

Created	June 2021
For Review	
Reviewed	