

JOB DESCRIPTION

1. Job Details

Job Title	Macmillan ICJ Practitioner	Line Manager	Health and Wellbeing Manager
		Salary	£25,246 (FTE)
Department	Health and Wellbeing	Directorate	Health & Wellbeing
Location	Midlothian/Edinburgh		
Hours	23 hours	0.6 FTE (39 hrs)	

2. Background to Thistle

Thistle's Midlothian based Health and Wellbeing Practitioners work in small self-organised teams to support adults living with long term health conditions and difficult life circumstances to self-manage and improve their wellbeing.

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

Teams are supported by the Thistle Hub, which includes the Health and Wellbeing Manager and Thistle coach, who supports them to be accountable directly to the Health and Wellbeing Directorate team by demonstrating compliance with Thistle's four key principles and an operational framework. Teams work to a set of person centred behaviours collectively described as the Thistle Approach: A Framework to Support Wellbeing.

3. Macmillan Cancer Support and Thistle: a partnership approach

This post is funded by Macmillan Cancer Support as part of the Lothian-wide 'Improving the Cancer Journey' (ICJ) Programme. Based within Thistle's Wellbeing Team, the post holder(s) will support people's non-clinical needs following a cancer diagnosis. The ICJ Practitioner will help to promote self-management and address people's holistic needs during and after cancer treatment and work across organisational boundaries with partners to ensure the best possible outcomes for people affected by cancer. This post is transitional in its nature, in that following an initial phase where both ICJ and wellbeing work will co-exist in parallel within the service, it is anticipated that ICJ and wellbeing work will be shared across the practitioners within the whole service.

4. Job Purpose

Phase 1

- The post holder will initially provide self-management support to people only affected by cancer, including family and carers.
- Support will be provided by carrying out an initial Holistic Needs Assessment (HNA). The HNA will help the post holder to negotiate and agree with the person their personal outcomes(PO) and a Care and Support plan (CSP)
- The CSP will include actions the person is confident to do themselves alongside additional supports such as ongoing referrals, signposting to information , advice and supports including Welfare Benefits, local physical activity programmes and access to Thistle's 1-1 and group based self-management support
- The holistic needs assessment (HNA) will be continually monitored and reviewed to ensure the best outcomes for each individual are achieved

Phase 2 (Subject to the needs of the service)

- The post holder will support the integration of the service by sharing the delivery of HNA to people affected by cancer across the wider wellbeing team while imbedding the wellbeing team's 5 core activities with people living with long term health conditions into their practice
- The post holder will develop their competence and practice to support people to achieve their personal outcomes using person centred, solution focused and collaborative strengths based approaches.

5. Team Member Responsibilities

- **Practicing Person Centeredness.** Communicating with people affected by cancer (phase 1) and other long term health conditions (phase 2) with a high degree of compassion, understanding, diplomacy, honesty and integrity.
- **Service Delivery:** Planning, prioritising and delivering 5 core activities according to need:
 - **Persistent engagement:** Reducing health inequalities by developing flexible and innovative methods of engaging people who struggle to access support. Use the 'Good Conversations' approach to complete a Holistic Needs Assessment (HNA), record Personal Outcomes (PO) and agree a Care and Support Plan (CSP).
 - **1-1 Support.** To actively manage a caseload of individuals, provide ongoing support, act as a single point of contact, signpost, review progress toward outcome, and negotiate appropriate endings.
 - **Signposting:** to develop a good understanding of the local cancer pathway, services and supports that are available in Midlothian to people affected by cancer and other long term conditions. To build and maintain relationships with local agencies and organisations to ensure an effective range of signposting and ongoing referral options. To follow up on signposting / referrals to ensure uptake and individual's needs are being met
 - **Group based self-management support** (phase 2: To deliver Thistle's Lifestyle Management course (and design and deliver other courses as required) .Support Peers to contribute to the delivery of courses.
 - **Peer Development** (phase 2): Encourage peers (people who have used and benefited from the service) to connect to each other, participate in ongoing co-development and delivery of the service.

- **Working to the key principles, operational framework and Thistle approach** in ways that are compliant with relevant legislation, policies and procedures.
- **Recording, monitoring, evaluation and reporting:** Completing and updating appropriate records in recording systems. Ensuring high-quality service is provided and effective performance management can take place through monitoring and reviewing individual and team performance. Implementing actions for continuous improvement. Continually gather appropriate quantitative and qualitative evaluative material. Preparing reports for internal use including care plans and recording advice provided. Reporting on existing work to create funding reports required by funders.
- **Co-ordination:** Liaise with administrative staff 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.
- **Safeguarding:** Recording and reporting any concerns in relation to any child or adult that may be at risk of harm.
- **Service Development:** To be an advocate, share learning, raise awareness of the service. To promote inclusion in the wider community and work to influence change in the wider health and social care system.
- **Funding:** Involvement in and contributing to identifying and securing funding opportunities. Developing opportunities for new areas of work and the necessary funding requirements.

6. Thistle Approach – A Framework to Support Wellbeing

<p>Understanding Self</p>	<p>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.</p>
<p>Building person centred relationships</p>	<p>In order to be genuinely person centred 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.</p>
<p>Making a difference using person centred approaches</p>	<p>We believe that using person centred 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.</p>

Focusing on Strengths, resilience and contribution	<p>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.</p>
Promoting wellbeing, citizenship and community	<p>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.</p>

7. Key Contacts and Relationships

- Thistle Health and Wellbeing team
- Macmillan Cancer Support colleagues
- Midlothian Health and Social Care Partnership staff
- People affected by cancer (and other long term conditions - phase 2) , including family members and carers
- Voluntary agencies and community groups throughout Midlothian
- Clinical teams across primary and secondary care
- Thistle Hub staff including Health and Wellbeing Manager, Thistle Coach
- Thistle Health and Wellbeing Directorate Team
- ICJ Peer Support group
- Thistle peer volunteers

8. Dimensions

- The post holder may work with a range of teams and individuals
- The post holder's work normally takes place on the premises of other partner organisations e.g. other voluntary organisations, local authorities or the NHS, at home, in Thistle's offices and in some instances in a supported person's home or venues within the person's local community.
- The post holder is most likely to be required to also work virtually , e.g. from home where the use of telephone and on-line remote platforms including NHS Near Me options may constitute a significant portion of the working day
- This is a 4 year fixed term position
- Travel/ work across Midlothian will be required
- The post holder will require a PVG

9. Job context and other related information

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

10. Job Description Creation and Revision

Created	Sept 2020
For Review	
Reviewed	