**Role Title:**  Senior Programme Officer

(The post will be subject to an enhanced PVG Check)

**Weekly Hours** 21 hours per week

**Status/Duration**  18 months part time, with the possibility of a further 2-year extension

**Remuneration**  £30,000-£32,000 dependent on experience and previous/current salary. Pro rata

**Probation:** Six months

**Location** North Lanarkshire Disability Forum, 41-42 Civic Square, Motherwell, ML1 1TP

**Offer letter and contract provide full terms and conditions**

The Senior Programme Officer will be employed by North Lanarkshire Disability Forum (NLDF), which was established in 1991 by and for disabled people and their carers, and continue to be a user led organisation. NLDF provide up to date information on disability issues throughout North Lanarkshire. The ethos of NLDF is keeping people independent and in their home for as long as possible by empowering people with information, access to appropriate supports and ensuring they know their rights.

NLDF are keen collaborators within Health and Social Care supporting individuals and their carers to contribute to consultations that matter to them such as National Care Service, devolved benefit consultations through Social Security Scotland, Strategy guidance on Self-Directed Support (SDS), and more local issues.

NLDF currently has three projects providing practical supports around finances, social needs and carer breather sessions for people in North Lanarkshire to link into providing information, advice and wellbeing tools.

NLDF are Volunteer Friendly accredited and Living wage employers.

For more information on us visit our website www.nldforum.org.uk

**To apply please fill out the application form and email to Lorraine@nldforum.org.uk.**

**Job Purpose:** This post is a project officer post supporting the ICJ Programme Manager with the delivery of ICJ in North Lanarkshire 0.6 WTE (21 hrs p/w)

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|  | **Essential** | **Desirable** |
| **1.1 Educational Attainment** |  |  |
| 1.1.1 Relevant degree-level qualification. |  | x |
| 1.1.2 Relevant specialist training/qualification |  | x |
| **2.2 Values, attitudes and knowledge** |  |  |
| 2.2.1 Understanding of health and social care and the role of the community and voluntary sector. | x |  |
| 2.2.2 Commitment to and understanding of the mission and values of NLDF and Macmillan **or** a willingness to develop these | x |  |
| 2.2.3 Commitment to making a positive contribution to residents and communities in North Lanarkshire. | x |  |
| 2.2.4 A positive and “can do” attitude with a willingness to reflect, learn and improve. | x |  |
| **3.3 Skills and Qualities and Experience** |  |  |
| 3.3.1 At least three-years relevant experience in paid, volunteer and/or learning roles. | x |  |
| 3.3.2 Excellent organisational and administrative skills | x |  |
| 3.3.3 Excellent verbal and written communication skills | x |  |
| 3.3.4 Able to capture, analyse and report on data and information accurately and clearly. | x |  |
| 3.3.5 Able to plan and manage work independently and well to deliver good-quality outputs to schedule. | x |  |
| 3.3.6 Able to problem-solve and approach challenges constructively and also know when to ask for support and guidance. | x |  |
| 3.3.7 Able to work well with internal and external colleagues | x |  |
| 3.3.8 Able to use ICT effectively to fulfil working responsibilities | x |  |

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| Job role | Task(s) |
| * Alongside the ICJ Programme manager carry out engagement with key stakeholders including people with lived experience, families, carers and health and social care professionals, in order to map key processes and support the Implementation Plan for the Improving Cancer Journey approach. | * Gathering case studies * Evaluating experience surveys * Running focus group/workshops * Support development of engagement plan * Connect with Cancer Nurse specialists * Support services specific to cancer * Support development of robust referral pathways |
| * Support the planning and implementation of the Improving the Cancer Journey (ICJ) service in North Lanarkshire and provide business support to the ICJ programme manager as required. | * Support the production of reports * Help prepare agendas for strategic and operational meetings * Support staff through service change and development * Work alongside the development manager of NLDF to implement the same across long term conditions to ensure reporting consistency. |
| * Support the roll out of ICJ within Shotts Prison. | * Establish current services * Engage with teams * Be part of the prison sub group * Support access to staff training |
| * Identify hard to reach groups (e.g. gypsy traveller, ethnic minorities, learning disabilities, homeless etc) and support engagement and service promotion within these groups, identifying barriers and supporting access. | * Contribute to equality ensuring all hard to reach groups are aware of the service and barriers are identified * Establish focus groups to understand needs of specific communities |
| * Work with the 6 locality hosts and consortia members to building local capacity across community board areas to improve and develop supports for people living with cancer. | * Understand gaps, barrier and issues accessing current service, identify supports to tackle these. * Promote ICJ within the 6 localities * Identify services that can support with main concerns experienced by people with cancer |
| * Ensure partners are aware of the new service and how they refer into it**.** | * Promote service across all of Health, social care and third sector. |
| * Ensure signposting is appropriate and monitor capacity of other services. | * Use the CRM system currently in place (EPI) and other information gathering techniques * Ensure services are aware of appropriate grants available to build capacity * Engage with community organisations |
| * Ensure communication across host organisations is maintained and all community connectors are supported, trained and connected equally. | * Closely work alongside community connectors * Attend triage meetings to understand capacity * Support staff in caseload management * Support staff health and wellbeing at work. * Identify gaps in skills and knowledge and support access to training * Facilitate networking opportunities and peer support groups |
| * Direct communication with Macmillan ICJ central hub. | * Connect on a regular basis with hub * Have an understanding of the job role * Support with cover of the central hub as required |
| * Have a good understanding of client management systems used within ICJ and support staff in managing client caseloads. | * Be trained in EPI and eHNA have a good understanding of both systems in order to support staff * Understand both systems to support reporting |
| * Participate in audits and surveys relating to the project and undertake research as necessary. | * Support staff in gathering information to support service development * Identify appropriate audits to improve service provision and ensure best practice |
| * Work with partners and the Programme Manager to achieve key Outcomes | * Be aware of strategic direction and support in achieving key outcomes * Participate in and support the running of the operational group. |
| * Improve knowledge and understanding for CVS groups and organisations about the cancer journey and the needs of individuals | * Have a presence in the community and support understanding of how the community can support those in their own locality who are on a cancer journey * Participate in Comms group |
| * Increased awareness of *Community and Voluntary Sector* supports available | * Develop a knowledge and understanding of third sector supports and ensure community connectors are aware of what is available * Participate in, and support the Link worker network to ensure Macmillan ICJ is represented |
| * Improve the cancer journey as part of the whole system approach | * Identify how ICJ can working in collaboration with other social prescribing services and identify what’s unique to ICJ. * Improve care and support for people who have a cancer diagnosis utilising the Macmillan Holistic Needs Assessment * Increased support for carers/those in a caring role for people with a cancer diagnosis * Tackling cancer poverty and contributing to income maximisation including accessing state benefits, grants, support with council tax and housing, assistance with fuel poverty, carer support and debt management. |
| * Building on the Community Solutions Programme infrastructure across North Lanarkshire, including existing Macmillan Cancer support services | * Link in with Libraries, Macmillan volunteers, Move More and other Macmillan services to support collaborative working. * Connecting with tackling poverty and support collaboration with ICJ |
| * Support data sharing agreements across partners and utilise robust research in order to evaluate outcomes to ensure longer term sustainability | * Work with Programme manager in establishing SLA, ISA and DPIA. * Use evaluation tools to demonstrate impact and support long term sustainability * Support the evaluation of ICJ being carried out by Edinburgh Napier University |
| * Alongside the ICJ Programme Manager develop and agree a clear exit strategy ensuring the benefits of the project continue to be realised and the project is mainstreamed as appropriate | * Explore long term sustainability at earliest stage with programme manager * Support with evaluation and monitoring by gathering case studies and demonstrating the impact of the service. * Provide information/reports to be shared at NL leadership meetings |