#### Form JE 5



**JOB DESCRIPTION TEMPLATE**

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| 1. JOB IDENTIFICATION |
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| Job Title: **Health Inclusion Service Associate Practitioner** |  |
| Responsible to: Health Inclusion Nursing Team Leader and sources of Support Team Leader | Health Inclusion Nu |
| Department(s): Health Inclusion Service |  |
| Directorate: Primary Care  |  |
| Operating Division: Dundee Health and Social Care Partnership |  |
| Job Reference: Sc06-5168(rev25) |  |
| No of Job Holders: 5 |  |

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| 2. JOB PURPOSE |
| The Health Inclusion Service provides an anticipatory care programme of interventions and activities targeted at those most at risk of preventable ill health, with a focus on the primary prevention of disease, and also seeking to address the wider determinants of health. The Service comprises the Health Inclusion Nursing Team and Sources of Support Primary Care Link Workers. The target populations are those living in more deprived communities and vulnerable groups who are more at risk of poor health including homeless, offenders, substance misuse, people with mental health challenges and carers. The post holder will contribute to the overall aim of the Health Inclusion Service within Dundee Health and Social Care Partnership, which is to develop services to support health improvement and contribute to a reduction in health inequalities. This is achieved through an anticipatory care approach, delivery of community-based groups and programmes and social prescribing interventions.The post holder will play a key role in the ongoing development of a range of activities which support health improvement including a targeted approach to reach and engagement, contributing to delivery of community-based interventions and offering follow-up support to access appropriate services, and supporting lifestyle changes through a interviewing approach. |
| 3. ORGANISATIONAL POSITION |
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| 4. ROLE OF DEPARTMENT |
| The Health Inclusion Service focuses on delivering a preventative and anticipatory care approach to health improvement to contribute to reducing the health inequalities gap. The central aim of the service is to help prevent disease for those at most risk, improve mental, physical and social wellbeing, and also address the wider determinants of health. The Associate Practitioner will play a key role in delivering a range of reach and engagement methods, as well as supporting the staff across the Health Inclusion Service to deliver the whole client journey.* Reach and engagement
* Supporting health behaviour change
* Referral and signposting
* Support to access services and community-based activities

This is delivered on a locality basis within the evolving Health and Social Care Partnership structures.Reach and engagement with the target population involves a variety of methods such as face to face in specific settings, telephone contact, and opportunistic activities. Delivering health coaching takes place in a variety of settings e.g. general practices, community centres, workplaces, hostels for those affected by homelessness, Criminal Justice Services. This will require the post holder to liaise closely other multi-disciplinary professionals / services across statutory and voluntary sectors. The post holder will work with members of the Health Inclusion Service to ensure the highest quality service is maintained via ongoing service improvements. The post holder will actively contribute to developing effective and efficient processes and develop all aspects of their role aligned with service objectives and personal development plans agreed with their team leader/line manager. The post holder will be aligned to the Dundee Health and Social Care Partnership.  |
| 5. KEY RESULT AREAS |
| Demonstrate excellent interpersonal communication skills within the team and with a range of people and multi-agency professionals, communicating in a form and manner consistent with their level of understanding, culture, background and preferred ways of communicating.Promote equality and value diversity, ensuring personal practice meets the principles of equality and diversity.Be knowledgeable of the wide-ranging social determinants to health and mental wellbeing issues potentially affecting health related behaviours. Delivering a patient focused service will require flexible working, including regular evenings and occasional weekends to meet service needs.Reach and engage with the target population, using a variety of methods e.g. letters, telephone calls and face to face public engagement via opportunistic door knocking, community events, workplaces. Prepare and send holistic health asessment invite letters from team base and within general practices using electronic systems and mail merge, updating database information. Offer telephone engagement to encourage health check attendance, including early evening calls, book holistic health assessment appointments and venues. Update database information in a timely manner.Following team discussion, lead on the planning and organisation of health check sessions e.g. in workplaces or other community-based venues. Develop positive partnership working with relevant key personnel, book venues/suitable accommodation. Travel to and organise the running of the event.Evolve role, including clinical skills (e.g. phlebotomy) to input and/or support the delivery of holisitic health assessments, complimenting the multidisciplinary team approach.Evolve role to support individuals/groups identify aspects of lifestyle modification they may wish to make. Offer simple advice, brief interventions, interviewing and health behaviour change techniques as appropriate to empower people to consider/make health behaviour changes. Signpost/refer to appropriate follow up services to support health behaviour changes, including health coaching.Develop skills to contribute to the delivery of one to one/group health coaching, referrals being made by team members, however managing own caseload of clients who may require ongoing support, using interview techniques. Provide written materials as appropriate to support sustainable health behaviour changes. Work autonomously within role, utilising established practice protocols/guidelines/systems/processes. Support client’s access and use mainstream follow up services in the community to support their health behaviour changes e.g. weight management group, gym, community groups.Following team discussion, lead on the planning and organisation of a variety of non-clinical events e.g. public/professional consultations, learning sessions. Travel to and be involved in direct public engagement at planned/opportunistic events in a variety of community-based locations e.g. workplaces, religious venues, community centers.Deal with telephone, answer machine and face to face enquiries from all staff groups, patients, relatives, carers and partner agencies by providing information, directing and prioritising queries as appropriate. Record, prioritise and allocate patient referrals into and from the service to appropriate personnel.Manage paper and electronic diary, work unsupervised on a daily basis, prioritise work appropriately according to agreed workplan, managing time effectively and efficiently when competing priorities will arise at short notice.Enter/extract data into/from relevant databases in a timely manner. Comply with all NHS Tayside confidentiality, IT security, data protection, freedom of information and clinical governance policies. Comply with all NHS Tayside health and safety policies, ensuring the effective management of environmental risk, ensuring safe working environments for self, others and clients by identifying the risks involved in work activities and processes and managing risks appropriately. Promote, monitor and maintain best practice in health, safety and security for self and others. Maintain accurate, high quality, contemporaneous records on paper and IT systems. Participate in auditing records to ensure data recording quality.Attend and actively contribute to relevant meetings. As a key team member, contribute to outcomes focused evaluation/appraisal of service activities by utilising appropriate methodology (e.g. PDSA) and offering potential solutions/recommendations to improve service quality, efficiency and effectiveness. In conjunction with team leader, plan personal development, (including all NHS Tayside mandatory training) aligned with a jointly agreed knowledge and skills framework. Document training/learning activities in appropriate training databases and at personal development review meetings. Actively participate in regular one to one support and supervision meetings with team leader/line manager. To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.**You will be required to achieve the mandatory Induction standards for Healthcare Support Workers in Scotland and to comply with the Code of Conduct throughout your employment.** |
| 6a. EQUIPMENT AND MACHINERY |
| * Display boards and other transportable equipment.
* Health promotion / education resources/ booklets / leaflets.
* Appropriate use and storage of mobile telephone and personal alarm.
* Own record keeping, plus appropriate transportation and storage of records.
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| **6b. SYSTEMS** |
| Responsible for:* Submitting weekly timesheets
* Submitting monthly travel expenses by due date
* Submitting reports and figures of activities undertaken in a timely manner
* Personal development plan, ensuring own mandatory training is up to date at all times
* Appropriate, timely use of IT systems (Microsoft Word, Excel, internet, intranet, engagement/health coaching databases EMIS etc) IT hardware/software systems (Microsoft Word, Publisher, Open Office, Excel, internet, intranet, engagement/health coaching databases,).
* Display boards and other transportable equipment
* Health promotion/education resources/booklets/leaflets
* Appropriate use and storage of mobile telephone and personal alarm
* Own record keeping, plus appropriate transportation and storage of records. All records created in the course of NHS Tayside employment are corporate records and public records under the terms of the Public Records (Scotland) Act 1937. this includes email messages and other electronic records. It is the post holder’s responsibility to ensure accurate, up to date records of work activities and manage those records in accordance with NHS Tayside’s Records Management Policy and related policies.
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| 7. ASSIGNMENT AND REVIEW OF WORK |
| Regular one to one support and supervision meetings with the Team Leader will discuss the service and personal objectives. Objectives will be jointly set, monitored and regularly reviewed and updated in discussion with the Team Leader. Innovation relating to delivering the patients journey and developing this Associate Practitioner role will be encouraged and supported by the Team Leader and other team members to achieve personal and service objectives to meet the needs of a diverse targeted population.  |
| **8. DECISIONS AND JUDGEMENTS** |
| The post holder will have regular meetings with senior team members to outline weekly/monthly priorities/workload, yet be expected to prioritise their own work, balancing competing priorities at short notice and work unsupervised on a daily basis. The post holder will play a lead role in organising and assisting in the delivery of clinical outreach sessions, which will involve working on own initiative to plan these sessions.In conjunction with senior team members, the post holder will develop their role to support the delivery of simple advice and/or brief interventions, plus support individuals to access and engage with services that will positively impact on their health. **Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Communicating effectively within the complexities of a multidisciplinary team, prioritising own workload and balancing competing priorities with frequent distractions.
* Reaching and effectively engaging with a diverse range of people, some of whom may not access NHS services and be resistant to anticipatory care and health related behaviour changes and constructively managing barriers to communication.
* Actively contributing to developing this new Associate Practitioner role and working at the desired level to deliver anticipatory care and support people constructively with their health behaviour change efforts using an asset-based approach and personal goal setting.
* Evolving this new role within the redesigned team.
* Working across differing health inclusion service strands e.g. various vulnerable population groups.
* Leading on the organisation of clinical sessions (e.g. in workplaces), which involves liaising with a diverse range of partners, across various settings and organisations.
* Balancing clinical and non-clinical role aspects effectively.
* Contributing innovative potential solutions to develop and deliver services.
* Working at venues outwith health service venues.
* Lone working.
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| **10. COMMUNICATIONS AND RELATIONSHIPS** |
| Ensuring smooth and effective communication channels are established and developed is a key component for the post holder, along with demonstrating excellent interpersonal communication skills when liaising with a wide range of multi-agency professionals and people across varied settings. Some people may have multiple barriers to understanding and communicating. Tact and diplomacy is required when dealing with potentially emotive issues.Written and oral communications will involve the use of telephone, paper, email and conference calling. The post holder will work closely with all team members to prioritise their workload to meet service needs, yet be able to work autonomously to develop their role. **Internal:** Health Inclusion Nurses, Primary Care Link Workers, admin staff, senior managers, range of clinicians such as GPs and dentists and other colleagues within the wider Health and Social Care Partnership. (please note, this list is not exhaustive).**External:** very wide range of service providers and organisations that can help meet the need of patients such as money/ benefits advisors, leisure centre staff, community learning and development workers, third sector staff. |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**: * There will be regular travelling across geographical areas of Dundee on a daily basis to various community venues*.*
* The post requires periods of walking, standing and sitting within office situations, community venues, at outside events and with client groups.
* Physical effort will be required to transport/carry equipment such as self-help materials, literature, laptops, projectors.
* There will be regular kneeling, bending, manual load handling and transportation of resources and equipment from base to community venues in a variety of locations throughout NHS Tayside
* Accurate keyboard and IT skills are required daily.

**Mental**: * Planning, delivering, monitoring and evaluating reach and engagement efforts is mentally demanding due to the effort required to engage people in receiving a health check.
* Interruptions can be frequent, including dealing with unscheduled telephone calls from the public and professionals.
* Ensuring that all documentation is submitted in a timely manner will be challenging and require good time management and prioritisation skills
* Documenting activities using appropriate methodology (e.g. PDSA) will require lengthy periods of concentration to monitor activities and develop the role/service.
* Being responsive to people’s needs in terms of reducing barriers to participation e.g. assisting in adapting materials, adjusting the use of language with participants who have lesser literacy skills, learning difficulties and/or special needs requires high levels of concentration will be mentally demanding.
* Supporting individuals and groups by adopting a person-centred approach to make effective lifestyle changes requires active listening, high levels of concentration and use of interviewing techniques to enable choices and decisions to be made. This can be for lengthy periods when consulting with people/groups.
* Mental demands are significant in relation to the retention and communication of knowledge and information.
* Thought is required to setting up an appropriate environment to consult with people therapeutically, as working conditions will vary and often not be ideal.
* Maintaining the engagement of those from vulnerable groups is especially challenging and requires often relentless efforts to achieve even small health related behaviour changes.
* Travelling between differing venues throughout a working day will be challenging in terms of time management.
* Working autonomously within the complexities of a multi-agency team can be challenging.
* Remaining flexible and using time efficiently and effectively to deliver activities, when conflicting priorities arise, will be mentally demanding.
* Managing caseload size and dealing with the types of issues some people present with will be mentally challenging.
* Developing clinical and non-clinical role aspects via innovative thinking to create a range of potential solutions for people to access anticipatory care will require active learning regarding applying theory into practice.
* Critical thinking and decision-making skills are required regularly to identify ethical issues, conflicts and dilemmas.
* Working with clients, often with highly complex unidentified health and social needs, including a range of mental health issues, to create a range of sustainable health improvements will require lengthy periods of concentration, specific knowledge, critical thinking skills and application of theoretical tools to effect health behaviour changes.
* Working flexibly and responsively with a wide range of partners and staff at differing levels will often be mentally challenging due to conflicting priorities, plus staff capability and capacity issues.

**Emotional**: * Conflicting priorities that change frequently and tight timescales may be emotionally demanding.
* The post holder may be exposed to distressed people in emotive circumstances on an occasional basis.
* The post holder will be exposed to potentially challenging behaviours, including verbal hostility on an occasional basis.
* The range of unidentified health and social needs, including mental wellbeing issues, will be emotionally demanding to maintain non-judgemental therapeutic relationships.
* The post holder will require to develop strategies to cope with possible emotive information that people disclose.
* Entering into clinical supervision, coaching or receiving constructive criticism to develop the post holder’s role may be emotive at times.

**Environmental:*** A mix of office based and community settings, working with vulnerable individuals/groups and other organisations.
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| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Previous experience, preferably within NHS/general practice e.g. Health Coach, Support Worker, Health Care Assistant, Assistant Practitioner
* Relevant vocational qualifications e.g. SVQ Health/Health & Social Care Level 3/4, or able to demonstrate learning at this level.
* Evidence of further education/CPD in a relevant area e.g. health promotion, health behaviour change, engagement skills, literacy.
* Have the experience and/or ability to deal with challenging behaviours e.g. resistance to health behaviour changes, verbal hostility
* Demonstrate evidence of excellent listening, interpersonal and communication skills, organisational abilities, team working skills and effective time management.
* IT literate – proficient in using the internet, intranet, email and a good understanding of various computer programmes e.g. Microsoft Word, Publisher, Open Office, Excel.
* Ability to travel across the city.
* Ability to work unsupervised on a daily basis.
* Ability to work a flexible work pattern to meet the needs of the service, including regular evenings until 8pm and occasional weekends.
* Knowledge of all NHS Tayside confidentiality, IT security, health and safety, data protection, freedom of information, clinical governance and other relevant policies
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| **13. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each job holder to whom the job description applies.Job Holder’s Signature: Head of Department Signature: **(I confirm this Job Description accurately reflects the duties and** **responsibilities of the postholder and does not impact upon any other** **postholders role)**  | Date:Date: |