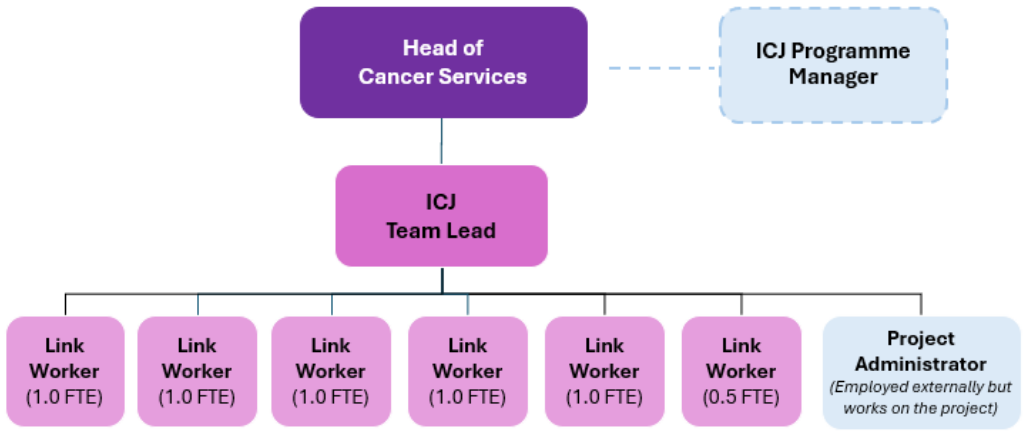
JOB DESCRIPTION & PERSON SPECIFICATION

ICJ LINK WORKER

TITLE:	ICJ Link Worker
HOURS:	35 hours per week (Flexible working and TOIL policies apply, as some evening & weekend work is involved)
BASED AT:	Various locations throughout Grampian
SALARY:	£31,537 (35 hours) / £18,922.20 (21 hours)
REPORTING TO:	ICJ Team Lead (Grampian)



CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

Honesty: We are honest, reliable, transparent and treat others with fairness.

Excellence: We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

Accountability: We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

Respect: We value diversity of people and thought. We behave in ways that earn trust and support each other.

Teamwork: Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

JOB PURPOSE:

The Improving the Cancer Journey (ICJ) Link Worker will provide person-centred support to people affected by cancer across Aberdeen City, Aberdeenshire and Moray from the point of diagnosis. ICJ is a partnership between NHS Grampian, Aberdeen City, Aberdeenshire and Moray Health and Social Care Partnerships, Clan and Macmillan Cancer Support, who provide the funding for the programme. The ICJ Link Worker role aims to identify and address the practical, emotional, social, financial and wellbeing concerns that can

arise following a cancer diagnosis, helping people access appropriate support and improve their quality of life.

The ICJ Link Worker will manage an individual caseload, undertaking a holistic needs assessment (HNA), developing an agreed care plan, and connecting people with relevant statutory, third-sector and community services. Through timely contact, follow-up and partnership working, the postholder will help ensure that people affected by cancer receive appropriate support based on their individual circumstances, priorities and preferences.

The postholder will work collaboratively with the ICJ Team Lead, Clan colleagues, NHS services and wider partners to deliver a responsive, safe and effective service in line with Clan's values, policies and agreed service outcomes.

Key Relationships

Internal

- ICJ Team Lead and ICJ colleagues.
- Clan staff, volunteers and other relevant service teams.
- Clan management and colleagues involved in service delivery, monitoring and development.

External

- People affected by cancer
- NHS Grampian
- Aberdeen City HSCP
- Aberdeenshire HSCP
- Moray HSCP
- Macmillan Cancer Support
- Primary and secondary care
- Allied Health Professionals
- Social Work and Social Care
- Welfare, housing and employability services
- Third-sector and community organisations
- Local community groups and assets.

KEY RESPONSIBILITIES & DUTIES:

Operational management and caseload oversight

- Receive and respond to referrals in a timely manner, contacting individuals to explain the non-clinical remit of the ICJ service and arrange an initial discussion or assessment.
- Build a supportive relationship with each person, using a person-centred, compassionate and non-judgemental approach.
- Undertake a holistic needs assessment (HNA) to identify the person's practical, emotional, social, financial and wellbeing needs, as well as reflecting their existing strengths, resources and support networks.
- Work collaboratively with the person to develop an individualised care plan that reflects their priorities, agreed actions and desired outcomes.
- Agree appropriate signposting, onward referrals and connections to relevant statutory services, third-sector organisations and community-based support.
- Follow up with individuals to review progress, establish whether agreed actions and referrals have been helpful, and identify any further support required.

- Manage an individual caseload effectively, prioritising work according to need, urgency and service procedures.
- Maintain accurate, timely and confidential records of referrals, assessments, care plans, agreed actions, signposting, onward referrals, follow-up and outcomes.
- Recognise changes in a person's circumstances or needs and reflect these in an updated care plan and seek guidance from the ICJ Team Lead or relevant specialist services where appropriate.
- Work within the boundaries of the Link Worker role, recognising when concerns require escalation to ICJ Team Lead or input from another professional or service.
- Provide clear information about the ICJ service and support people to make informed choices about the options available to them.

Project outcomes, monitoring and reporting

- Contribute to the achievement of agreed ICJ service outcomes and targets.
- Record relevant information accurately and in accordance with Clan's procedures and reporting requirements.
- Monitor and record the support provided, including HNAs, care plans, signposting, onward referrals and follow-up activity.
- Gather feedback from people using the service to help understand their experiences and the impact of support provided.
- Provide information and updates to the ICJ Team Lead to support service monitoring, evaluation and reporting.
- Contribute to identifying patterns in presenting needs, gaps in support and barriers to accessing services.
- Maintain accurate records and ensure information is handled, stored and shared appropriately in line with confidentiality and data protection requirements.

Partnership and pathway development

- Develop and maintain effective strategic and operational relationships with NHS Grampian, Aberdeen City HSCP, Aberdeenshire HSCP and Moray HSCP.
- Work collaboratively with partner agencies to support appropriate and timely connections to services.
- Maintain an awareness of local support options, referral routes and community resources across Aberdeen City, Aberdeenshire and Moray.
- Help people navigate services and understand the support available to them, supporting access where barriers are identified.
- Communicate appropriately with relevant professionals and organisations, with the person's consent and in accordance with information-sharing requirements.
- Identify gaps in local provision, recurring barriers or unmet needs and share these with the ICJ Team Lead.
- Represent Clan and the ICJ service professionally when working with partner organisations and attending relevant meetings.

Quality, safeguarding and governance

- Deliver support in accordance with Clan's policies, procedures, values and expected standards of practice.

- Maintain confidentiality and handle personal and sensitive information in accordance with data protection requirements and Clan procedures.
- Work within professional boundaries and recognise the limits of the non-clinical Link Worker role.
- Identify and respond appropriately to safeguarding concerns, risks or urgent needs, following Clan's procedures and escalating concerns to the ICJ Team Lead and Clan Safeguarding Leads.
- Maintain accurate and up-to-date records of contact, assessments, care plans, decisions and actions.
- Obtain and record consent appropriately before making referrals or sharing information, in line with relevant policies and procedures.
- Participate in supervision, training and other arrangements that support safe, effective and consistent practice.
- Work in a respectful, inclusive and non-discriminatory way, recognising individual circumstances, choices, identities and cultural needs.
- Report incidents, concerns and service risks in accordance with Clan's policies and procedures.

Service development and continuous improvement

- Contribute to the ongoing development and improvement of the ICJ service.
- Reflect on practice and use supervision, feedback and learning opportunities to improve the quality of support provided.
- Share learning and information about emerging needs, local resources and service gaps with the ICJ Team Lead and colleagues.
- Participate in service reviews, evaluation activities and quality improvement initiatives.
- Keep knowledge of relevant community services, support pathways and resources up to date.
- Attend relevant training and development opportunities to maintain and develop the knowledge and skills required for the role.

Clan contribution

- Demonstrate Clan's core values in all interactions with clients, colleagues, volunteers and partner organisations.
- Contribute positively to a supportive, collaborative and professional working environment.
- Represent Clan professionally and uphold its core behaviours in all internal and external relationships.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with Clan's business continuity.

PERSON SPECIFICATION

ICJ LINK WORKER (GRAMPIAN)

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	SCQF Level 7 qualification, such as SVQ Level 3 in Health and Social Care, Community Development **or** a related area additional training to diploma level; **or** equivalent relevant health and social care experience supported by relevant short courses and continuing professional development.	Additional training to diploma level.
Experience	Experience of working with people in a health, social care, community or support setting. Experience of communicating with people about their individual needs and helping them identify appropriate support. Experience of maintaining accurate records and handling confidential information.	Experience of ICJ, social prescribing, care navigation or community link working. Experience of undertaking holistic needs assessments, developing care plans, managing a caseload or making onward referrals. Experience of working with people affected by cancer, long-term conditions or complex social and emotional needs. Experience of partnership working across statutory and third-sector services.
Special aptitudes or abilities	Excellent communication and listening skills, with the ability to build trusting and supportive relationships. A compassionate, empathetic and non-judgemental approach. Ability to identify individual needs, agree practical actions and support people to access appropriate services. Ability to organise and prioritise workload and manage a caseload effectively. Ability to work independently while recognising when advice or escalation is required. Good written and IT skills, including the ability to maintain accurate records. Understanding of confidentiality, safeguarding, professional boundaries and risk management. Awareness of the impact cancer can have on individuals and their families,	Knowledge of cancer support services and Macmillan pathways. Knowledge of NHS Grampian and the wider Grampian health and social care landscape. Knowledge of person-centred, strengths-based and trauma-informed approaches.

	and of health inequalities and the wider determinants of health and wellbeing.	
Requirements of the post	Maintaining strict confidentiality for all using Clan services and delivering care, support and services. Successful completion of Clan's 2 day Listening & Support Training Course. Travel throughout Clan's geography when required. Access to a vehicle for work for daily travel across Grampian. Fully flexible. Working outwith normal working hours may be required – at weekends and evenings. PVG required. Attendance and participation at Clan Gatherings and Service Development Days in Aberdeen annually.	Willingness to undertake further relevant training and continuing professional development to support the delivery and development of the ICJ service.