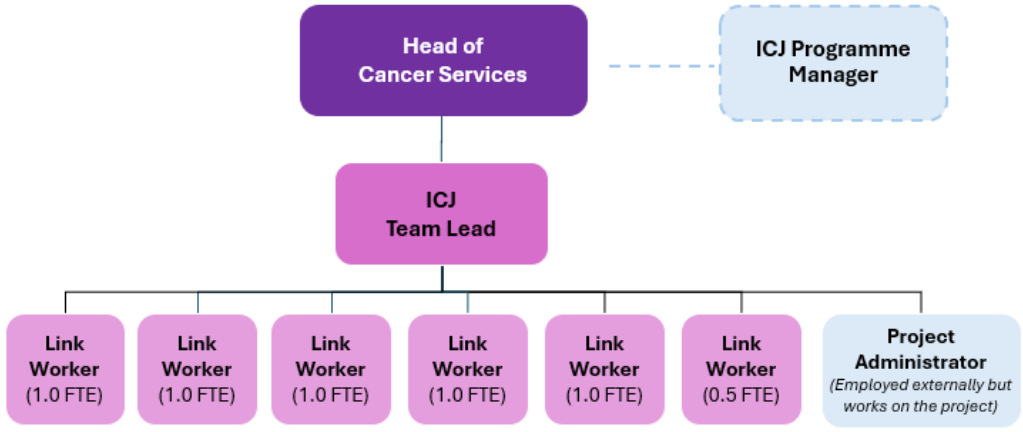
JOB DESCRIPTION & PERSON SPECIFICATION

ICJ TEAM LEAD (GRAMPIAN)

TITLE:	ICJ Team Lead (Grampian)
HOURS:	35 hours per week (Flexible working and TOIL policies apply, as some evening & weekend work is involved)
BASED AT:	Clan House, Aberdeen with at least 2 days per week working across Aberdeenshire and visiting Moray
SALARY:	£34,303
REPORTING TO:	Head of Cancer Support Services
RESPONSIBLE FOR:	5 x full time Link Workers and 1 x part time Link Worker



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:

To provide effective leadership, management and oversight of the Grampian Improving the Cancer Journey (ICJ) service, ensuring that the service is safe, person-centred, well integrated and responsive to the needs of people affected by cancer across Aberdeen City, Aberdeenshire and Moray. 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 Team Lead will line manage 5.5 ICJ Link Workers, provide day-to-day operational leadership, oversee caseloads and quality, monitor service performance and outcomes, undertake Holistic Needs Assessments (HNAs) and ensure that accurate information is available for project and contractual reporting.

The postholder will develop strong relationships with NHS Grampian, Health & Social Care Partnerships, Macmillan Cancer Support and third-sector and community partners, while ensuring that ICJ practice is consistent with Clan's values, policies and approach whilst meeting the project outcomes and KPI's.

Key Relationships

Internal

- Head of Cancer Support Services / Senior Management Team
- 5.5 ICJ Link Workers
- Clan wellbeing centres and support teams
- Counselling and emotional support services
- Community Services
- Children & Families Services
- Volunteers
- Other Clan teams and support functions.

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:

Leadership

- Line manage 5 x full time and 1 x part time ICJ Link Workers, providing regular supervision, support, development and performance management.
- Create a supportive team culture based on Clan's values of Honesty, Excellence, Accountability, Respect and Teamwork.
- Lead regular team meetings, case discussions and reflective practice.
- Identify training and development needs and support continuing professional development.

- Support staff wellbeing and effective management of emotionally challenging work.
- Ensure staff understand their roles, responsibilities, boundaries and escalation routes.

Operational management and caseload oversight

- Oversee day-to-day delivery of the ICJ service across Grampian.
- Monitor referrals, caseloads, capacity, waiting times and workload across the 5.5 Link Workers.
- Ensure referrals are allocated appropriately and equitably.
- Support Link Workers with complex cases, risk, safeguarding and barriers to access.
- Undertake Holistic Needs Assessments (HNAs) and hold a caseload alongside the team.
- Quality assure HNAs, support plans, referrals, case recording and case closure.
- Ensure the team works within agreed ICJ pathways, Clan policies and relevant legislation.
- Maintain oversight of service risks and escalate significant concerns to Head of Cancer Support Services.

Project outcomes, monitoring and reporting

- Monitor activity and outcomes against agreed ICJ objectives, KPIs and contractual requirements.
- Ensure Link Workers maintain accurate and timely records of activity, interventions, referrals and outcomes.
- Collate and analyse team-level information to identify patterns, trends and unmet need.
- Prepare regular performance and outcome reports for Clan and relevant external stakeholders.
- Use data and qualitative feedback to assess service effectiveness and inform improvement.
- Ensure reporting demonstrates both activity and the difference the service makes to people affected by cancer.
- Contribute to evaluation and review of the ICJ service and funding arrangements.

Partnership and pathway development

- Develop and maintain effective strategic and operational relationships with NHS Grampian, Aberdeen City HSCP, Aberdeenshire HSCP and Moray HSCP.
- Maintain effective relationships with Macmillan Cancer Support and relevant cancer support networks.
- Build strong links with primary and secondary care, Allied Health Professionals, social work, welfare, housing, employability, community planning and third-sector organisations.
- Ensure the ICJ team has current knowledge of local services and community assets across Grampian.
- Identify gaps in provision, barriers to access and opportunities for partnership working.
- Promote clear referral pathways into and out of ICJ working closely with the administrative support from Moray Health & Social Care Partnership.
- Represent the ICJ service appropriately at relevant meetings and networks including deputising for Head of Cancer Support Services where appropriate.

Quality, safeguarding and governance

- Ensure safe, high-quality and person-centred practice across the ICJ team.
- Promote appropriate safeguarding practice and ensure concerns are acted upon and escalated as a Clan safeguarding lead in accordance with safeguarding policies and procedures.
- Ensure confidentiality, GDPR and information governance requirements are understood and followed.

- Monitor quality and consistency of case recording and service delivery.
- Ensure Link Workers work within the boundaries of a non-clinical role and refer appropriately to specialist services.
- Maintain appropriate professional boundaries and ensure risks are managed effectively.

Service development and continuous improvement

- Lead continuous improvement of the ICJ service using evidence, feedback, outcomes and learning.
- Ensure the experiences of people affected by cancer inform service development.
- Identify emerging needs across Grampian and communicate these to relevant stakeholders.
- Share good practice across the ICJ team and wider Clan services.
- Support development of community asset mapping and local support pathways.
- Contribute to strategic planning and future development of the ICJ service.

Clan contribution

- Contribute positively to Clan's wider cancer support services and organisational culture as a member of the Wellbeing Management Team.
- Promote integration between ICJ and Clan's existing wellbeing teams and ICJ workers.
- Represent Clan professionally and uphold its values 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 TEAM LEAD (GRAMPIAN)

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	SCQF Level 8 or above (for example, HND or equivalent) in health and social care, community development, social care, counselling, wellbeing, management, leadership or another relevant discipline, or significant relevant equivalent experience. Relevant vocational qualifications at SCQF Level 8 or above will be considered. Knowledge of person-centred, strengths-based approaches. Understanding of the impact cancer can have on individuals, families and communities. Understanding of health inequalities and wider determinants of health and wellbeing. Knowledge of safeguarding, confidentiality, information governance and risk management. Understanding of the role of third-sector services within health and social care.	
Experience	Experience of managing, supervising or leading staff. Experience of supporting people affected by cancer or people experiencing complex or challenging circumstances. Experience of service delivery, caseload oversight or operational management. Experience of partnership working across statutory, voluntary and community organisations. Experience of monitoring performance, outcomes or service activity. Experience of producing reports or presenting service information to stakeholders. Experience of using data and feedback to inform service improvement	Experience of ICJ, social prescribing, care navigation or community link working. Experience of using a holistic needs assessment tool. Experience of outcome measurement, evaluation or commissioned service reporting. Experience of trauma-informed, strengths-based or motivational approaches.
Special aptitudes or abilities	Strong leadership and people-management skills.	Knowledge of cancer support services and Macmillan pathways.

	Excellent communication, listening and relationship-building skills. Ability to support and challenge staff constructively. Strong organisational, planning and prioritisation skills. Ability to analyse service information and translate it into meaningful reports and improvement actions. Ability to manage competing operational priorities and respond to changing demand. Sound judgement and ability to manage risk and escalate appropriately. Strong partnership and networking skills. Ability to work independently while maintaining effective organisational accountability. Competent IT and data-management skills. Excellent presentation skills.	Knowledge of NHS Grampian and the wider Grampian health and social care landscape.
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 out with 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.