



1. JOB DESCRIPTION

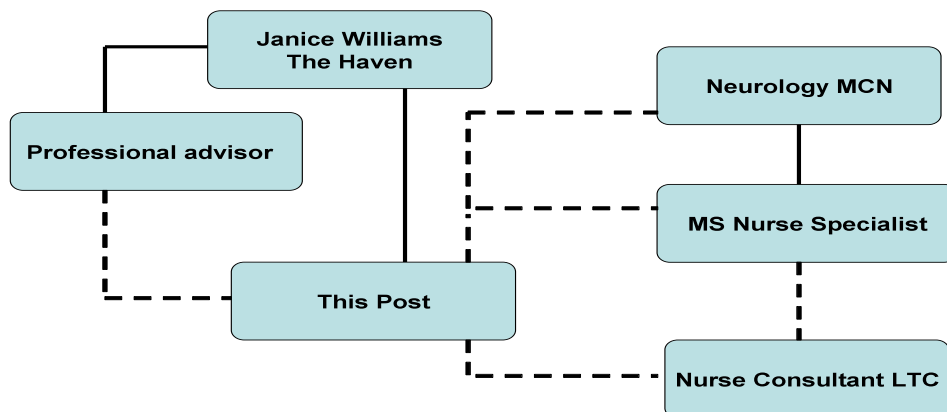
Job Title : MS Service Facilitator
Location: The Haven, Blantyre Health Centre
Hours: Full time/ Part time/ Job share (37.5 hours/week)
Grade: Band 6 equivalent Salary: £24,103 - £32,653
Term: Initial Fixed Term Contract for 3 years
Reports to: Haven Service Manager
Professional responsibility to: The Haven Board of Directors

2. JOB PURPOSE

As a member of The Haven multidisciplinary team, you will:

- 2.1 Develop and deliver expert advice, information and supportive services to people in Lanarkshire affected by Multiple Sclerosis, and to their family members and carers.
- 2.2 Work collaboratively with and support health care professionals, social care professionals, voluntary and statutory agencies to deliver improved care and services for people with MS using evidence based guidance, guidelines, nationally agreed standards, national and local policy.
- 2.3 Develop and deliver training and education packages to facilitate optimal management of the condition, to facilitate and support self-management and enable independence.
- 2.4 Undertake initiatives that will assist in the development of sustainable services for people with MS.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Haven is a registered Scottish charity which provides information and support to people affected by life limiting illness, across Lanarkshire and surrounding areas. It currently operates from central premises in Blantyre Health Centre, with outreach provided in Cambuslang and East Kilbride. Additional outreach to North Lanarkshire communities will be required of this post. The work of The Haven is aligned with both national and local healthcare policies and The Haven supports NHS Lanarkshire's Strategy for Long Term Conditions (LTC). The key aspects of this strategy being:

- The proactive management of people with complex health and social care needs
- To optimise disease management for people with individual conditions
- To promote and support self management and enable independence.

The post holder will be expected to apply and facilitate the key themes of self management and enablement to MS Services. Guidance and direction will be provided by the Haven Manager and a Steering Group specifically convened to support this development.

5. MAIN DUTIES / RESPONSIBILITIES

- Participate in the development and delivery of self management and enablement approaches for people affected by MS in Lanarkshire, and for their carers and family members
- Be a source of expert advice to Patient's, Carers, Health and Social Care professionals, Voluntary agencies and the Neurology MCN.
- Support, implement and deliver care for people with MS based on the principles of The Haven
- Ensure that all clinical and enablement procedures are carried out in accordance with The Haven's policies and procedures
- Participate in the Neurology MCN
- Work collaboratively with MCN Colleagues, Primary Care, Acute Care, Social Care and Voluntary agencies to support the care of people with MS who have complex needs.
- Demonstrate effective engagement of stakeholders at all stages of developments.
- Contribute to the development, delivery and evaluation of training packages
- Demonstrate the ability to function competently within a multidisciplinary and multi-agency team, understanding the role and function of other members of the team.
- Ensure effective communication and maintenance of patient records
- Take responsibility for and maintain a record of personal development to enhance knowledge, skills and values needed for effective practice and maintaining standards for professional registration.
- Contribute to the preparation and delivery of an annual report to The Haven, the Steering Group and NHS Lanarkshire's LTC Programme Board.
- Attend, participate in and initiate appropriate meetings/working groups
- Uphold the tenets of clinical governance
- To assume responsibility for own professional development and maintaining a record of personal development in order to enhance knowledge, skills and values needed for effective practice
- To identify own learning needs and seek out opportunities for personal development.
- Be responsible for developing and maintaining own knowledge through the appraisal system and to work towards completing agreed objectives.
- Contribute to the mentoring of appropriate members of under and post graduate medical staff, nursing staff and other agencies.
- Contribute to audit and research within The Haven's MS Service providing written reports.

6. EQUIPMENT & MACHINERY

Personal Computers - Word, email, Excel, Database, Power point packages
Overhead projectors – training and presentations
Training materials including topic based resources
Use of own car

7. SYSTEMS

Development of databases for MS self management and enablement activity
Completion of time sheets and expense forms
Access and print reports
Maintain a database of staff training
Interrogating specialist data bases to access research and programme development
Compilation of activity statistics/reports.
Quality Assurance systems for each service and practice development
Annual personal development planning
Software packages

8. COMMUNICATIONS & RELATIONSHIPS

The MS Service Facilitator must maintain optimum communication with other nursing, professional and lay groups to ensure the widest possible viewpoint is reflected. Communications are intended to inform, educate, provide leadership and guidance regarding MS, publicise initiatives, improve access to services, develop workforce knowledge and skills and to empower.

Communications can be written or verbal, 1:1, meetings, committees etc. The post holder is required to demonstrate diplomacy, tact and handling of confidential, sensitive and sometimes contentious issues.

The under noted reflect the range of key stakeholders the post holder is required to communicate with:-

- Haven staff, therapists and volunteers
- People affected by MS, their family members and carers
- MS Nurse Specialist & other nurse specialists
- Allied Health Professions
- Neurology MCN
- Local authority staff & social workers
- Voluntary agencies
- Administration and clerical staff
- Medical, nursing and multi-disciplinary teams
- Patients and Carers
- General practitioners
- Nurse Consultant Long Term Conditions
- Palliative care team

9. DEMANDS OF THE JOB (physical, mental, emotional)

Physical Skills:

Several times per day

Key Board Skills

Driving Skills

Physical Demands:

Carrying reports and presentation equipment

Moving furniture when setting up presentations and self management activities

Flexible working due to the demands of the job. May involve some evening work

Mental Demands:

Up to the majority of the shift

Ability to work under pressure to meet complex needs of patients and their families

High level of concentration required when preparing detailed reports and training packages whilst subject to frequent interruptions

Responding to frequent unplanned reactive requests

Identification of ethical issues, conflicts and dilemmas within the specialty

Negotiation skills when seeking engagement with key stakeholders

Ability to absorb and respond to complex information

Ability to interpret current research

Maintaining high levels of written and oral presentation skills

Organising, prioritising and participating in the delivery of the service within a changing environment

Overcoming language barriers with clients where English is not their first language

Emotional Demands:

several times per day

Supporting and motivating staff in the work environment

Remaining highly motivated and taking a positive approach whilst working within the constraints of a demanding role

Managing diversities associated with balancing all resources (human, financial, physical)

10. MOST CHALLENGING / DIFFICULT PARTS OF THE JOB

- Managing the emotional impact on self of supporting clients
- Working within an open plan office amid noise and with frequent interruptions
- Motivating and stimulating others to value and support optimal care and enablement of MS patient's in their particular desired setting.
- Working with a diverse and broad range of partners

11. KNOWLEDGE, TRAINING AND/OR EXPERIENCE REQUIRED TO DO THE JOB

- Qualifications as a First Level Registered General Nurse/Allied Healthcare Professional/Social worker
- Experience in neurological conditions and the management of people with MS
- Multi-professional / Multi-agency working
- Contributing to operational policy
- An understanding of the needs of people living with long term conditions
- Prepared to undertake and complete MS Trust Induction 5 day programme
- Understanding of legislation and policy regarding MS, long term conditions and care management
- Ability to develop and undertake audit
- Understanding and application of clinical governance
- Effective influencing and presentation skills
- Commitment to person centred care
- Self motivated and objective
- Excellent verbal and written communication skills
- IT Literacy
- Car driver/user

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs.

Job Description Agreement

Job Holder's Signature

Date

Head of Department Signature

Date

Additional Comments.

MS Service Facilitator - Person Specification

Attribute	Essential	Desirable
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Qualifications & Training	<ul style="list-style-type: none"> • Evidence of continuous professional development • An understanding of evidence based practice • 1st Level Registered General Nurse R N, Allied Healthcare Professional 	
Experience	<ul style="list-style-type: none"> • Experience in neurological conditions and management of people with multiple sclerosis • Multi-professional / Multi-agency working 	<ul style="list-style-type: none"> • Experience of working within a voluntary sector setting and with volunteers • Service Development / change management • Contributing to operational policy
Knowledge, skills and attributes	<ul style="list-style-type: none"> • Ability to work independently and as part of a team • An understanding of the needs of people living with MS and other long term conditions • Understanding of legislation and policy regarding long term conditions and care management • Ability to develop and undertake audit • Understanding and application of clinical governance • Effective influencing and presentation skills • Commitment to person centred care 	<ul style="list-style-type: none"> • Operational / service policy development • Evidence of recent service development involvement • An understanding of Self Management and Enablement policy • Experience of working with volunteers • Ability to mentor and coach volunteers, health and social care professionals
Personal attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills • Excellent verbal and written communication skills • Ability to be flexible in hours worked when necessary • A commitment to work in partnership with patients/carers and other disciplines and agencies • IT Literacy • Car driver/user 	