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**JOB DESCRIPTION – Virtual stop smoking practitioner – Bristol**

**MAIN PURPOSE**

Our Stop Smoking Practitioners deliver stop smoking interventions predominately over the telephone. The service has a focus on smokers who are pregnant and people with long term health conditions.

This is a remote position, with a face to face meeting with the team once every two months.

 **SUMMARY OF RESPONSIBILITIES AND DUTIES**

* Provide cessation support on a one-to-one basis over the telephone.
* In conjunction with delivery team lead, conduct analysis and evaluation of designated programmes to improve the quality of service.
* Be responsible for identifying issues or concerns to line manager, so that appropriate action can be taken.
* Contribute to ongoing needs assessment, audit, and other governance programmes in relation to activities as part of the health improvement agenda.
* To contribute to the development, delivery, and evaluation of smoking cessation training.
* To take responsibility for own professional development in accordance with the outcomes from the annual development review, to meet the requirements of the Knowledge and Skills Framework and appraisal system.
* Marketing to support the promotion of the stop smoking service.
* Responsible for accurate uploading of own client data onto database whilst ensuring client confidentiality.
* Ensure follow up of clients is carried out in line with service protocol.
* Keep accurate records in accordance with trust policy and data protection.
* To maintain an up-to-date electronic diary that is available to colleagues within the Stop Smoking team.
* To assist in producing reports and analysis of data that contribute towards improving service delivery and better client care.
* To utilise a range of complex motivational, influencing and negotiating skills to increase clients’ motivation and adherence to stop smoking.
* Responsible for personally identifiable client data as part of ongoing programme attendance etc., working within the data protection policies.
* Required to contribute to training, seminars, and presentations across a range of agencies and organisations.

**PERSON SPECIFICATION**

**1. SKILLS & ABILITIES**

* A commitment to continuous service improvement with expert insight into patients’ needs, so that all patients receive high quality care.
* Understanding of harmful effects of smoking, smoking as an addiction behaviour, withdrawal, and relapse.
* Clear understanding of the range and appropriate use of different smoking cessation interventions.
* Passionate about putting patients first and delivering a high-quality service.
* Proven ability to relate, motivate and confidently engage individuals in activities and discussion in a 1-2-1 situation.
* Emotionally sensitive and empathetic to members of the public who wish to improve their health.
* Ability to work independently and manage own workload; able to work effectively and supportively as a team member.
* Able to remain positive and constructive under pressure.
* Sound interpersonal skills with proven ability to work effectively with all levels of colleagues, including effective partnerships with other agencies and service providers.
* Evidence of experience in embracing and implementing change to provide high quality health outcomes.
* Good presentation of self: enthusiastic, innovative, and flexible. Self-motivated, committed, and conscientious.
* Excellent verbal and written communication skills to effectively communicate with a wide range of individuals including participants, colleagues, and external partners.
* Ability to organise and run training sessions.
* Proven planning, organisational, timekeeping and evaluation skills.
* Ability to organise, monitor and check work to ensure no element of a task is left unfinished.
* Knowledge of maintaining records and monitoring system.
* Ability to use generic software packages.
* Be confident in the use of Microsoft Office packages including Word, PowerPoint, Excel and Outlook.

**2. KNOWLEDGE**

* Sound knowledge of delivering smoking cessation interventions and advising on smoking cessation to special populations.
* Knowledge of NICE guidance, NCSCT and PHE standards relating to the treatment of smoking cessation.
* Knowledge and understanding of the Patient Confidentiality Act, Safeguarding and the Data Protection Act.

**3. EXPERIENCE**

* Minimum of 1-year experience working in smoking cessation programmes.
* NCSCT Accredited/Registered Stop Smoking Practitioner (or willingness to obtain this).
* Experience of working with adults in a 1-2-1 and group environment, to support positive lifestyle change.
* Experience of using behaviour change models within a work context.
* Experience of working in a multi-cultural setting with patients of different cultures, genders and ages.
* Experience of working to time schedules.
* Evidence of experience in embracing and implementing change to provide high quality health outcomes.
* Experience of working to challenging performance targets and achieving excellent outcomes.

**4. QUALIFICATIONS**

* NCSCT Accredited Stop Smoking Practitioner
* RSPH level 2 in Understanding Behaviour Change and/or Understanding Health Improvement (or willingness to achieve within 3 months of commencing)
* Functional Skills at Level 2 (Literacy and numeracy/ GCSE grade A-C or equivalent in English and Maths)

**5. SPECIAL CONDITIONS**

* Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
* Role incorporates evening / weekend working, with variable levels of travel across Bristol, working in a variety of settings including home visits, the community and community centres.
* Full UK Driving licence and access to a car for work- with ‘business purposes’ insurance.
* Ability to travel across Bristol to areas where public transport may not be available.
* Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.
* This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

**6. SAFEGUARDING**

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.