



## Job description and specification



## Senior Practitioner- NEL Care and Support Team Band 7



## JOB DESCRIPTION

**JOB TITLE:** Senior Practitioner- NEL Specialist  
Children Care and Support Team

**BAND:** 7

**RESPONSIBLE TO:** Service Manager

### KEY RELATIONSHIPS:

Internal	External
Children's Services Operational Leads Assistant Director – Children's Integrated Care Director B and D Safeguarding team (children's and adults) Targeted Children's Services teams Training and development team QPS team Human Resources team Finance Heads of Service	GP Collaborative Care Social Services Acute Hospital CCG Local Authority Patients Families Health Care Trusts Education Department Voluntary Agencies

### CONTROLS ASSURANCE STATEMENT:

The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

### Aim of the role:

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day-to-day work. These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice.

The post holder will take responsibility for the management and delivery of an effective and efficient service for children, young people and their families in the provision and delivery of co-ordinated care and support for those who are on the Dynamic Support Registers.

The post holder will assist the service manager and operational lead with the delivery of a patient centred, professional service, through professional supervision and a think family approach of care delivery.

The post holder will:

- Work within an integrated Childrens Service and provide specialist advice and support, supervision and training to the team to ensure the smooth delivery of high-quality care. Support the Service Manager with delegated managerial tasks such as appraisals and 1:1's.
- Provide robust clinical and/or professional leadership to the team ensuring the implementation of the NHS 10 Years plan on Key working, managing children and young people who are on the Dynamic Support Registers. The post holder will be involved in the delivery and development of appropriate clinical/care/support pathways involving partnership working with key stakeholders. Acting as a clinical/professional champion in delivering transformation within Childrens Services.
- Support the Operational Lead/Service Manager to develop outcomes focused services, including developing services that have a focus on measuring outcomes for children and families through the use of outcome tools.
- Act as an NSPCC safeguarding supervisor within the team and embed and support the restorative supervision model within their team.
- Deputise for the team leader as necessary.
- The post holder will deputise and support the Service Manager.
- The post holder will manage a team of case managers who will be responsible for the care and support co-ordination of children and young people on the Dynamic Support Registers.
- The post holder will be required to support and inform the Care (Education) and Treatment Review (C(E)TR) process for children and young people on the caseload.
- This role will have a 70% complex caseload and 30% leadership role.

- The post holder will have thorough working knowledge of relevant legislation, national standards, guidance, research, departmental policy and procedures, and institute legal processes where necessary.
- Maintain up to date records of cases using management information systems in accordance with departmental policies and procedures.
- Assist the Service Manager as follows:
  - Offer professional/clinical supervision to members of the Team in line with departmental policy.
  - Advise staff within the team on the proper interpretation of their role and practice in accordance with their position and level of accountability.
  - Assist in undertaking specific development tasks as agreed with the Service Manager.
  - Contribute to examinations of the needs of the service and development of action plans.
  - Contribute to effective communication within the team and support staff meetings.
  - Prepare work for formal supervision under the direction of the Service Manager and keep them informed of potential difficulties.
- To chair and attend case and other reviews/meetings as required.
- Liaise, and to work jointly, with colleagues and staff from other agencies, as appropriate, and liaise with other agencies on behalf of service users.
- To maintain personal and professional training and development to meet the challenging demands of the job.
- To performance manage the team to ensure the service achieves its objectives.
- To comply with all appropriate professional and/or clinical code of conducts.

## **Leadership**

- Develop new initiatives to support the research around the specialist area of practice which are sensitive to the needs of individual clients and their families.
- Lead by example and display leadership style that empowers staff through development.

- Inspire other through action and example, challenging traditional practices and encouraging innovative problem solving amongst staff.
- Support and empower ownership of ideas by staff, develop processes that enable innovation to flourish at a team level.
- Lead on designated projects across area of clinical / professional responsibility to ensure effective communication and standardisation of practice.
- To be competent in the use of E-roster for workforce planning and able to utilise the system as required/necessary for the service/locality.
- Be responsible for the delivery of the NEL Specialist Care and Support pathway within a designated area, working in partnership with children, young people, families, and other agencies including GPs to deliver services that are focused on improving outcomes.
- Act as NSPCC supervisor for safeguarding cases. Ensure staff access 3 monthly safeguarding supervision and have robust monitoring process in place at local level to ensure this.
- Further identify opportunities to promote integrated working across all services.
- Act as the principle point of communication contact for other agencies within the area as appropriate. Work with the Service Manager in ensuring that there is a named case manager for children and young people on the Dynamic Support Registers and carry out appropriate allocation of cases including caseload management and flow.
- Ensure all team members are using electronic clinical record (Rio) effectively. Including accurately recording activities and interventions. To provide written reports as requested and complete statistical returns in accordance with policy requirement.
- Attend wider provider service meeting as required and ensure robust communication processes are in place within the team to disseminate information.
- Assist the Service Manager in the recruitment process.

- Undertake and ensure appropriate appraisals for the designated team, ensuring personal development plans are developed and reviewed for staff within team and robust objectives are set.
- Restorative supervision – support skill in development of building community capacity projects, especially where specialist knowledge enhances project development.
- Lead professional/service development change within the service, ensuring effective communication channels and robust mechanisms are in place to enable innovation to flourish.
- Ensure competency frameworks are in place and staff are assessed in meeting the requirements of the competencies.
- Support the team lead to ensure the working environment is safe for staff and service users, including ensuring that infection control procedures are implemented and monitored.
- Act as a role model to other staff members, actively promoting a culture of high quality and evidence-based practice.
- Ensure CQC outcomes are embedded into the team and local evidence is in place. Support the action plans that are in place where on-compliance is identified.
- Identify where the service can make efficiency savings enabling the team to contribute to the cost improvement (CIP) requirement.

### **Professional / Clinical Skills**

- To act as an autonomous, registered professional who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct and Trust guidelines and protocols.
- Manage a caseload within a defined locality/area of responsibility.
- Undertake and support others to undertake evidence-based care and support planning using the think family approach in partnership with young people and families.
- Target and support others to deliver progressive service to those clients who are identified as requiring additional/enhanced services using the criteria identified within the caseload analysis/threshold.

- Liaise and work in partnership with other agencies, statutory and voluntary, making referrals and consulting as necessary with the consent of clients and within the policies of the Trust.
- Use strength based, solution focussed strategies and motivational interviewing skills to enable families to develop behaviour change.
- Undertake the Common Assessment Framework (CAF) and act as 'Lead Professional' for families as appropriate.
- Adhere to Local Safeguarding Boards policies and procedures.

### **Computer/Administration**

- To be computer literate and encourage implementation of the Trust's information management & technology (IM&T) Strategy.
- To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times. Maintain high quality care plans for families and children at all times.
- Utilise agile working devices effectively.
- Ensure an accurate electronic record and full activity data is entered on RIO.
- Utilise the Power BI dashboard and other electronic reports to monitor the team's performance.

### **Communication**

- To have a wide range of knowledge in approaches to communicating and managing patient care.
- To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within the Trust.
- To be able to communicate complex patient related information facilitating positive outcomes and ensuring collaborative working.
- Participate in the review and development of Professional / Clinical policies and identifies improvements to service provision.

- Chair team meetings as appropriate. Effectively communicating with the wider team ensuring timely and accurate flow of information to and from team members
- Develop team communities of practice.

### **Education and Training**

- To act as mentor to students, providing effective education, facilitating their development and promoting high standards of care and support.
- To act as a preceptor to newly qualified staff, providing effective education and support to their learning.
- Ensure staff are actively supported to enable them to achieve their learning needs, facilitating a learning environment within the team.
- To ensure own continued professional development and support a culture of lifelong learning in self and others.
- To undertake, and assist, in the planning of own mandatory training and workshops.
- To undertake a regular appraisal, developing a personal development plan that includes clinical competencies reflecting the health needs of the local population and relates to Trust strategy.
- To support training as part of the role including changes to professional development and implementation of new policies and guidelines, specifically providing relevant training to the universal team through the train the trainer approach.
- Attend relevant meetings with children's services senior management to ensure collaborative and consistent training, supervision and service transformation.

### **Research and Development**

- Participate in Professional/ clinical audit, research projects and innovations, highlighting any service gaps to the Service Manager.
- Support the planning and implementation of service evaluation and identify its effectiveness.
- Develop and monitor the use of patient experience within the service and use these to inform service transformation.



- Support staff in the development of Building Community capacity projects, especially where specialist knowledge enhances service development and quality improvement.

## **Additional Information**

### **Health & Safety**

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

### **Infection Control**

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

### **Risk Management**

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents

### **Safeguarding Children and vulnerable adults**

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

### **Standards of Business Conduct & Conflict of Interest**

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the

Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

## **Sustainability**

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

## **Smoking Policy**

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

## **Codes of Conduct**

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk.
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies.
- Be honest and act with integrity.
- Accept responsibility for my own work and the proper performance of the people I manage.
- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community.
- Take responsibility for my own and continuous learning and development.

## **Data Protection**

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter.

## **Information Security and Confidentiality**

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

## **Equality and Diversity**

North East London NHS Foundation Trust (NELFT) is committed to the implementation of the Equality and Diversity at Workplace policy which ensures equal opportunities for all. NELFT is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. The Trust will ensure that it provides equal and fairness for all, and not to discriminate on the grounds of gender, marital status, race/ethnicity, disability, sexual orientation, religion, transgender or gender reassignment status, age, marriage or civil partnership/same sex marriage, and because of you being pregnant or being on maternity/paternity leave. All staff are required to observe this policy in their behaviour to employees and patients/service users.

## **Key Performance Indicators (KPI)**

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

## Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

### Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

	Essential	Desirable	Measurement
<b>Demonstration of Trust Values</b>			
Putting people first	✓		Application Form Interview Assessment
Prioritising quality	✓		Application Form Interview Assessment
Being progressive, innovative and continually improve	✓		Application Form Interview Assessment
Being professional and honest	✓		Application Form Interview Assessment
Promoting what is possible, independence, opportunity and choice	✓		Application Form Interview Assessment
<b>Qualifications</b>			
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
Registered Nurse (RMN Mental Health, LD, RGN) or AHP or Dip SW, CSS or CQSW, or a CCETSW validated equivalent from another country.	✓		Application Form
Evidence of Study at Degree Level	✓		Application Form

Masters or equivalent experiences		✓	Application Form
Evidence of continued professional development	✓		Application Form
<b>Experience</b>			
Extensive experience of working with young people with complex, acute mental health, ASD or LD needs and challenging behaviours.	✓		Application Form Interview
Managing services with Health, Social Care or Education.	✓		Application Form Interview
Providing staff supervision and appraisal to staff.	✓		Application Form Interview
Thorough understanding of Care and Support within Health and/or Social Care. Ability to undertake complex risk assessments	✓		Application Form Interview
Ability to perform under pressure, quickly and effectively, making timely managerial decisions and following through available agreed care pathways.	✓		Application Form Interview
Project Management activities		✓	Application Form Interview
Involvement in staff recruitment process	✓		Application Form Interview
<b>Knowledge</b>			
An awareness of NHS Plan, NSF, Care Act, Health & Social Care legislative framework and clinical governance priorities	✓		Application Form Interview
Thorough knowledge of the Mental Health Act, Mental Capacity Act, and related legislation, codes of practice and guidance.	✓		Application Form Interview

Best practice, latest research and effective delivery processes.	✓		Application Form Interview
Understanding of and commitment to the principle of equal opportunities in service delivery.	✓		Application Form Interview
Excellent working knowledge of Care Programme Approach, DSR and CETR processes.	✓		Application Form Interview
Understanding of Medication management.		✓	Application Form Interview
Ability to conduct comprehensive assessment of needs and formulate appropriate plans including discharge planning and crisis management.	✓		Application Form Interview
Infection control standards	✓		Application Form Interview
<b>Skills</b>			
Basic awareness of IT and IT skills	✓		Application Form Interview Assessment
Well-developed interpersonal skills especially when handling conflict and change.	✓		Application Form Interview
Ability to lead and direct teams' performance and activities.	✓		Application Form Interview
Ability to facilitate positive multi-disciplinary working relationships across all service areas.	✓		Application Form Interview
Ability to resolve difficulties which affect working relationships and to offer support to staff, service users and carers on an ongoing daily basis.	✓		Application Form Interview
Ability to explore emotionally demanding aspects of the role with	✓		Application Form

appropriate staff in both managerial and clinical supervision as well as in team meetings and informal work-related support systems.			Interview
Ability to cope with highly emotionally stressful situations on a day-to-day basis.	✓		Application Form Interview
Ability to maintain confidentiality where appropriate.	✓		Application Form Interview
To be flexible, supportive and if required to take on management of new services as required	✓		Application Form Interview
<b>Other</b>			
To be aware and demonstrate the Trust Values	✓		Application Form Interview
To be able to travel efficiently throughout the area	✓		Application Form Interview