

JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

JOB TITLE	Care Coordinator/ CPN
BAND	6
RESPONSIBLE TO	Team Leads
ACCOUNTABLE TO	Team Manager
BASE	Mid Essex
HOURS OF WORK	Up to 37.5 hrs per week.

ROLE SUMMARY

- Providing mental health needs across multi-agency settings, using evidence based/person-centred practice for individual with high intensity and complex needs.
- The role demands an ability to demonstrate excellent communication and leadership skills in order to competently facilitate and manage ongoing changes in service provision resulting from national directives.
- To undertake the role of care coordinator and role in planning, co-ordinating, delivering care with the MDT
- To assess individuals on a designated caseload including those with highly complex needs, plan; implement interventions using evidence based/best practice working towards client centred goals.
- To actively encourage the health and wellbeing of people who use secondary mental health services and focus on helping them achieve their goals.

KEY RESPONSIBILITIES

- To be able to manage a caseload of complex and highly complex patients
- To be able to carry out appropriate assessments for the designated caseload addressing for clients with multiple and complex needs using advanced clinical reasoning skills and knowledge of evidence based practice

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- To work with clients to identify and agree treatment goals based on assessment outcomes, which balance the complex interaction of risk, safety, client choice, independence, areas of conflict and eligibility of services.
- To use communication, reasoning and negotiation skills to establish a therapeutic relationship in complex and highly complex cases.
- To plan and implement individual addressing all areas of risk associated with an individual's ability to function independently assessment.
- To monitor, evaluate and modify interventions in order to measure client progress and treatment effectiveness.
- To represent the team and participate in relevant team meetings, clinics and ward rounds to contribute to the discussion and planning of client care. To use these forums to seek opinion from the team to inform own caseload analysis and reasoning as appropriate.
- To liaise with families/carers and statutory and voluntary agencies to contribute to the discussion and planning of client care and seeking opinion from others to inform own caseload analysis and reasoning as appropriate.
- To ensure that all documentation and activity recording is maintained according to Trust.
- To demonstrate the ability to reflect on ethical issues and provide guidance to junior staff as necessary.
- To respect the individuality, values, cultural and religious diversity of clients and contribute to provision of a service sensitive to these needs.
- To demonstrate a sound understanding of clinical risk, report untoward incidents, both verbally and in writing. To support and guide other team members in the correct process

PROFESSIONAL RESPONSIBILITIES:

- To review and reflect on practice and identify areas for self-development through participation in the annual appraisal system and regular clinical and professional supervision.
- To plan, actively participate in and contribute to the in-service education programme.
- To undertake supervision and appraisals of the team
- To regularly take responsibility for the supervision and education of students on clinical placement within the Trust.
- To maintain a professional portfolio for CPD, recording learning outcomes and reflections through daily practice, internal and external development opportunities.
- To attend post-graduate lectures and courses to enable achievement of appraisal objectives and to share this knowledge with peers on return.
- To attend and actively participate in the Quality Implementation Team and other relevant meetings.
- To demonstrate the ability to critically evaluate current research, apply to practice and disseminate findings to local colleagues.
- To contribute to service development and evaluation within Inpatient Services through completion of a case study as reflective practice and with a view to publication.

CORE NON-CLINICAL RESPONSIBILITIES:

- Manage and coordinate multi-disciplinary meetings i.e. referral / review / business / handover
- In conjunction with the line manager, work within the available budget of the service.
- Provide clinical leadership and professional expertise to the team
- Deliver training where appropriate for other professionals

- Responsible for the coordination and management of the team in providing a safe, effective and therapeutic clinical service, ensuring the delivery of high quality community mental health care packages

MANAGEMENT RESPONSIBILITY

You will be expected on a rotation basis to support the work of the Team Lead in managing the performance of the service. This will include financial and resource management, operational planning, clinical governance, scheduling the delivery of the service and workforce planning.

PROFESSIONAL DELIVERY FRAMEWORK

The following framework is designed to illustrate the priorities given to the additional key activities associated with the role when delivering these normal day-to-day activities.

- Complete Mandatory Training in line with the Trust Policy
- Provide professional clinical leadership to clinicians in the team
- Receive annual appraisal, provide and oversee annual appraisals to nursing team members
- Training relevant to Band 6 competency framework
- Take all allocated annual leave
- Receive management supervision and provide management supervision where appropriate
- Comply with the CPD, practice hours and revalidation process requirements set out by relevant regulatory body.
- Receive clinical supervision and deliver clinical supervision to lower banded staff in accordance with Trust policy
- Supervise and manage on a day-to-day basis lower banded staff within the professional group and team locality as required and in line with Trust HR processes
- Ensure lower banded staff are appropriately inducted, receive appropriate supervision, have an annual appraisal and are compliant with mandatory training requirements
- As and when required participate in file scrutiny work
- Participate in SI investigations, disciplinary and grievance procedures plus any relevant investigations in line with Trust policies
- Comply with the Medicines competency framework
- Mentor and supervise students and lower banded staff
- Attend seminars / conferences and other CPD events – external / internal
- Attend regular key Trust-wide meetings / forums i.e. Professional nurse advisory committee, nurse forum, Link nurse forum (Infection control)
- Attend additional in-house developmental training, and support delivery of a number of mandatory training e.g. Connecting with People, TASI, Infection Control, Safeguarding
- Participate in audit and research
- Act as a safeguarding champion

ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures

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- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST

OUR PURPOSE

We **care** for people, every day.
What we do **together**, matters.

OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

OUR STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

OUR VALUES

We **CARE**
We **LEARN**
We **EMPOWER**

ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

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You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures

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required by the GDPR in order to safeguard the rights and freedoms of individuals; and

- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

"It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role".

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager

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