

JOB DESCRIPTION / COMPETENCY PROFILE

Job Title	Senior Referral Clinician
Payband/Grade	Band 6
Directorate	CYPS
Job Description Reference	

My job makes better lives by providing senior co-ordination and oversight of Children and Family Health Surrey One Stop referral centre. I will be central to ensuring the service provides clear, timely and correct access to services for children and families with health and developmental needs throughout Surrey.

Job Overview

The post holder will work within the Children and Family Health One Stop referral centre (no face to face patient contact) as part of a skill-mixed team. Main duties will include the digital screening of referrals to ensure prioritization, safety, accuracy. This includes making clinical decisions about the eligibility for access to services and applying a "no wrong door" approach. This is with a focus on more complicated referrals which may include complex health needs or safeguarding elements. This role is suitable for someone who has clinical expertise and experience in children's health and development. They must be confident to lead and motivate the staff team in pursuing an excellent quality of care and they will support clinical and day-to-day leadership of the team.

All post holders working will be expected to uphold the vision and values we have agreed

- Treat people well
- Involve not ignore
- Create respectful places
- Open, honest and accountable.

NHS Competencies	B5
Communication	2
Personal and People Development	3
Health, Safety and Security	2
Service Improvement	2
Quality	3
Equality and Diversity	1
IT Skills	2
Create Respectful Places	
Involve not Ignore	

Personal Competencies	B5
Interpersonal Sensitivity	2
Courage	2
Teamworking	2

Values
Treat People Well

Open, Inclusive and Accountable

For a better life

Qualifications required

A qualified Nurse or Allied Health Professional e.g. RCN, SCPHN, SLT, OT, Physio or equivalent, and clinical registration with a recognised professional body (e.g. NMC, HCPC)

Experience required

A minimum of 3 years post registration experience.

Suitable for someone who is positive, motivated and passionate about providing a high quality holistic approach to referral management.

Key Responsibilities

Band 6

- Adhere to the code of practice/conduct of your registering body at all times.
- Risk assessment and management of referrals based on clinical priority to ensure safe, timely and appropriate allocation of referrals.
- Use of clinical expertise and triage guides to screen referrals for children's health services.
- Providing call back support, advice and information gathering and when clinically necessary reviewing service conditions to manage clinical risk.
- Discussing appropriate care pathways with referrers and families to understand their current needs, expectations of a service and utilisation of the most appropriate service.
- Using the computer system to ensure accurate documentation in accordance with policy, guidelines and best practice.
- Ensure detailed and appropriate records are maintained in accordance with the single point of access Standard Operating Procedures and Data Quality rules.
- To understand and implement safeguarding processes as required.
- Create, maintain and role model professional working relationships internally and externally.
- Supervision and line management of qualified and non-qualified staff.
- Contribute and lead on teaching, mentoring and assessment of more junior staff, supervising and training new employees, agency and bank staff as required.
- Deputising for the CFHS One Stop Team Lead as appropriate.
- To participate in the recruitment, employment and management of staff within your service area.
- Supporting the Team Lead in the development of the One Stop service in association with other teams and stakeholders.
- Support opportunities to develop One Stop practices and processes in order to maximise resource utilisation

Clinical Skills

- The ability to demonstrate clinical credibility across a variety of Child health scenarios and situations.
- Exceptional robust and clinical risk assessment and management skills. An understanding of current evidence based practice with in Child Health.

Communication/Relationship Skills

- Proven skills in written and oral communication, with the capacity to convey complex information in a manner appropriate to the target audience.
- Ability to lead the safe and effective day to day operations of the service including the handling of clinical enquires and decisions.

- Helping to ensure a positive and professional image of the service is maintained through collaboration, role modelling and openness.
- Provide and receive information, some of which may be contentious, sensitive and highly complex to and from individuals and their families/carers, where there may be barriers to understanding working in line with practice standards and operational policies.
- The ability to communicate in a way that is empathic and reassuring whilst employing negotiating techniques to gain co-operation from a wide variety of people.
- Facilitate fair access to social care services and promote social inclusion regardless of age, ethnicity, gender, sexual orientation or disability.

Analytical/Judgement Skills

- The ability to analyse and interpret data and/or information at a high and often complex level.
- Ability to complete audit processes.
- To identify any aspects of the service which could be improved and contribute to the service development through undertaking and participating in appropriate projects, in collaboration with the team lead, service manager and clinical service managers.

Planning/Organisational Skills

- Ability to prioritise and manage own work as well as that of others in a demanding environment.
- Ability to exercise own initiative when dealing with issues within own specialist area of competence.
- Ability to attend relevant meetings and feedback summaries and actions to the team.
- Ability to liaise and engage with a wide range of stakeholders including staff, people using the service, their carers, GP's and other professionals.