Together Trust

Role Profile Description

Date	**May2015**
Family	**Therapeutic and Clinical Support**
Role Profile Level Number	**45A**
Purpose	
To take lead responsibility for improving the wellbeing and promoting skill development for service users within a specialised service user group. Responsible for clinical and/or therapeutic care for complex and high risk cases	
Role Accountability	**End Result**
Case Management	
Responsible for gathering and collating relevant case data for user case file and records ensuring confidentiality.	• Complete accurate case records in accordance with professional standards • Maintain current case file which meets professional standards
Assessments	
Identification and development of appropriate assessments methods including complex and high risk cases Leading on completions of assessments using appropriate methods including complex and high risk cases Advise on assessment methods within a specialist clinical area.	• Identification of service user's needs including complex and high risk cases • Facilitates outcome measurement • Procurement of appropriate specialist equipment/training as required • Determine any safeguarding/wellbeing issues that exist or that may develop • Take action to respond to any identified safeguarding/wellbeing issues • Increased protection of vulnerable people and ensured safeguarding procedures are followed •
Care Plan Implementation	
Lead and plan interventions and actions including complex and high-risk cases. Provide professional advice for interventions and strategies as required	• Delivery of appropriate therapeutic or clinical support to service user • Safety and wellbeing of vulnerable users and public maintained • Continued skill development of vulnerable users • Provision of appropriate intervention to support service users • Reduction of risk to individuals and the public •
Interventions	
Provide specialist direct interventions to service users.	• Improved wellbeing independence and communication of the service users

Advise and develop specialist interventions using current evidence based practice.	• Provision of appropriate intervention to support service users development • Protection of vulnerable individuals • Skill development and/or maintenance •
Group Interventions	
Responsible for interventions with various groups and sections of the community.	• Ensuring community engagement with relevant services • Improved opportunities for social participation • Skill development
Advice	
Provide advice, guidance and support to qualified professionals and unqualified staff. Leading for development and delivery of training for relevant staff	• Ensure relevant workforce appropriately skilled and supported to meet the needs of service users. • Application of good practice in service area • Training needs are met
Monitoring	
Acquire data and monitor cases in line with specific guidelines Review effectiveness and efficiency of interventions and training support provided	• Ensuring set targets are met as appropriate • Ensuring measurable outcomes are delivered • Safety and wellbeing of vulnerable users and members of the public • Ensure adherence with relevant regulations and professional guidelines.
• **Budget**	
Awareness of commissioners funding schedule	• Achievement of services within agreed resources.
Communication	
Report on service users' circumstances in accordance with relevant standards.	• Current information about user is up to date • The relevant supervisor or professional is informed • Maintenance of vulnerable service users' health and safety • Referrals to other services/professionals are made as appropriate
People and Performance Management	
Contribute to team working; support and guide more junior, auxiliary and/or voluntary staff. Monitor and review contracted services for individual service users. Review customer satisfaction with	• Tasks are carried out accurately and efficiently and effectively within agreed time frames • Interventions are appropriately conducted • Effective team working and sharing of skills • Engaging in continuous personal

service provided	development
Multi-disciplinary Working	
Effective communication across team to promote best outcomes for service users. Acts as a key point of contact that the service user and their family can trust, and who is able to support them in making choices and in navigating their way through the system.	• Appropriate well planned, coordinated interventions when needed - regularly reviewed and effectively delivered • Overlap and inconsistency from other practitioners reduced • Holistic packages of therapy and support delivered to services users

Risk Management	
Identify safeguarding/risk issues.	• Ensure service users safety and wellbeing • Securing support from senior professionals as appropriate • Determine any risk and/or hazards that exist or that may develop • Escalate case or follow standard procedures including safeguarding to reduce immediate risk • Reduction in risk to health and safety of staff and service users
Clinical Governance	
Actively participating in audit and service review Contributing to quality improvements to the service as appropriate.	• Continuous improvement and innovation • Delivery of provision based on evidence based practice
Relationships	
Liaise with other agencies on operational issues and deliver service in partnership.	• Quality, integrated service delivered to service users • Optimum and effective provision of services

Nature of Contacts and Relationship (who and the nature of the communications)
• Works directly with vulnerable service users • Works in partnership with external and internal agencies • Partnership working with relevant professionals as appropriate • Communicates with service users' parents, guardians, carers, and others responsible for their well being e.g., head teachers) • Reports to supervisor as appropriate • Liaise with multidisciplinary team • May participate in community engagement
Working Environment Context (disruption, physical, disagreeable, health and safety aspects)
• May involve dealing with challenging behaviour • Unpredictable work environment – may involve visiting people in their homes • May involve dispersed location and environment • Likely to involve disruption to planned work • May involve lone working outside core hours • May involve working in specialist physical environment (e.g.: hydro pool, rebound room
Procedural Context (creativity, discretion, impact)
• Carry out duties according to instruction and legal and procedural framework • Assessing risk to service users or staff • Advising/guiding staff in standard procedures • Deal with immediate emergency situations
Planning Requirement
• Initiate assessments and packages of care • Leads on integrated and joint working as required
Key Facts and Figure Ranges (include likely size of any team managed)
• May typically deal with multiple cases and/or groups at one time • Access to budget for petty cash and for resources allocated to individual programmes
Skills, Knowledge and Qualifications
• Relevant degree or equivalent qualification • Post qualification experience in the relevant clinical area • Current registration with professional and governing body as appropriate • Understanding of relevant legislation and relevant professional guidelines • Knowledge of safeguarding procedures • Awareness of clinical governance • In-depth knowledge in a specialist area
Equipment Operated and Essential Skills
• Computer literacy and working knowledge of database management • Specialist equipment as appropriate (e.g.: for moving and handling, communication or sensory strategies)