

Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	45S
Purpose	
To manage a team of staff and a varied caseload, which may include complex and higher risk cases in maintaining and improving the independence, wellbeing, and security of service users and the community.	
Role accountability	End result
Case Management	
Manage, monitor and review of case information and deliver care plans	• Maintenance of complete and accurate case records • Correction of non-compliant information
Undertake audit of clinical records in in accordance with procedural and legislative requirements.	• Right decisions made and statutory requirements met
Assessments/Interventions	
Lead on development of assessments and interventions processes	• Ensuring assessments and interventions are delivered in accordance with relevant standards • Professional guidelines are met • Service users' need identified and met • Staff supported when appropriate • Increased protection of vulnerable people and ensured safeguarding procures are followed

Care Plan Implementation	
Plan intervention to be implemented for cases. Provide professional advice for interventions and strategies as required.	• Service provider informed of resource need • Appropriate intervention delivered to service user(s) • Reduction of risk to individuals and the community
Monitoring	
Monitor the day to day service delivery in the specific setting in line with policy, procedure, legislation and regulations. Acquire and analyse data in line with specified guidelines.	• Safety and wellbeing of vulnerable users and public • Provide legal remedy and act on behalf of the Trust • Service objectives met • Compliance with legal, professional and statutory requirements.
Advice	
Provide advice, guidance, direct support and care and protection for service users.	• Conduct and application of good practice in service area • Protection of the community and vulnerable individuals • Application of good practice in service area
People and Performance Management	
Organise and controls the delivery of service by staff in own service area.	• Provision of appropriate and timely intervention to support service users • Meeting of quality, national and legislative standards
Provide advice, guidance, and direct support to staff in service area.	• Team is capable of service delivery
Review customer satisfaction with service provided.	• Assessment of corrective action required • Implementation of agreed actions • Enhanced quality of service
Risk management/health and safety	
Assess and manage the risk associated with assigned cases. Conduct assessments in complex or high- risk circumstances.	• 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 • Protection of vulnerable individuals
Service Development	
Contribute towards developing professional policy, standards and procedure through service planning. Evaluate training impact to inform workforce planning.	• Enhanced quality of service • Influence the development of service plans and professional policies • Represent the Together Trust's formal view • Ensuring continuous service development
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
Multi-disciplinary Working	
Effective communication across teams (internally and externally) to promote best outcomes for service users. Acts as a key point of contact that the service user and their family can rely on, and who is able to support them in making choices and in navigating their way through the system.	• Appropriate well planned interventions when needed - regularly reviewed and effectively and efficiently delivered • Overlap and inconsistency from other practitioners reduced • Promotion of a positive reputation of Together Trust • Benchmarking against services offered by external agencies/organisations • Ensuring Trust offering competitive services
Clinical Governance	
Take lead responsibility for audit and service review for a specific area. Take lead responsibility for quality improvement in specific area. Take lead responsibility for clinical supervision in specific clinical area	• Continuous improvement and innovation • Delivery of provision based on evidence based practice • Ensuring clinical supervisions are carried out in accordance with relevant professional standards • Ensuring continuous professional development is meeting appropriate standards

	• Encourage innovation in professional clinical practice as appropriate
Nature of contacts and relationship (who and the nature of the communications)	
• Works directly with vulnerable service users and their carers • Works in partnership with external and internal agencies • Management and supervision of qualified and unqualified staff • 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 prior to assessment • May involved dispersed location and environment • Likely to involve disruption to planned work • Likely to involve lone working outside core hours • May involve working in specialist physical environment (e.g.: hydro pool, rebound room)	
Procedural context (creativity, discretion and impact)	
• Carry out duties according to instruction and legal and procedural framework • Exercise degree of judgement in assessing risk to service users or staff • Advising/guiding staff in standard procedures • Dealing with immediate emergency situations	
Planning requirement	
• Initiate assessments and carries out care management within the procedural framework • Leads on integrated and joint working • Responsible for workforce planning for own service area • Contribute to service business development as appropriate	
Key facts and figure ranges (include likely size of any team managed)	
• Varied caseload including complex cases • Organises and controls a team of staff (including professionals) • May provide specific clinical supervision across the Trust as required	

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
- In-depth knowledge of clinical governance
- Expert clinical knowledge in specific area

Equipment operated and essential skills

- Computer – basic ICT skills, use of MS Office package
- Specialist equipment as appropriate (e.g.: for moving and handling, communication or sensory strategies)

Role profile specific behaviours

Introduction
Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.
Positive: We take pride in celebrating the difference we make
Purpose: Taking a positive approach which delivers high quality people focused service
• I build a shared vision and communicate it effectively to allow teams to work well together • I give and seek constructive feedback proactively and recognise great performance across services, using reward to celebrate and motivate individuals and teams • I use coaching skills to ensure that all staff are able to deliver confidently and to the best of their ability. • I take action to improve quality and positivity across the Trust
Professional: We act in a fair and respectable way that recognises our collective expertise
Purpose: Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all
• I role model values and standards, giving constructive feedback to others when their actions are not in line • I proactively identify key stakeholders' changing requirements • I facilitate effective working between teams to deliver results, recognising the expertise and knowledge of others • I understand people's expertise, strengths and weaknesses and develop them to meet Trust goals

Passionate: We encourage creative ideas and inspire one another
Purpose: Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience
• I seek best practice inside and outside of the Trust to benchmark and improve processes • I give permission to others to think differently and challenge the status quo • I prepare people and the organisation for major change initiatives • I role model good leadership to inspire great performance
Supportive: We are considerate and caring towards one another
Purpose: Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.
• I take time to know my own team as individuals as well as understanding other departments and services • I understand my personal impact and know when it is appropriate to amend my behaviour • I show empathy in my interactions with others • I empower, encourage and enable people to make them feel that they matter