

Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	40A
Purpose	
To take lead responsibility for improving the wellbeing and promoting skill development for service users within a specialised service user group.	
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	• 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 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 - 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 staff. Leading for development and delivery of training in specialist area.	- 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 service provided

- 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 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 and 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
- Refer complex and high risk situations to the appropriate supervisor
- 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

Equipment operated and essential skills

- Computer literacy and working knowledge of database management
- Specialist equipment as appropriate (e.g.: for moving and handling, communication of 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