

Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	25
Purpose	
To take responsibility for improving the wellbeing and promoting skill development for service users within a specialised service user group under the directions of professionals.	
Role accountability	End result
Case Management	
Gather and collate relevant case data for user case file and records ensuring confidentiality.	• Complete accurate case records under the supervision of qualified professionals • Maintain current case files under the supervision of qualified professionals
Observations	
Complete informal observation of vulnerable service users to inform relevant qualified professionals.	• Health, safety of the individual • Service users receive the appropriate therapeutic and clinical support.
Care Plan Implementation	
Review planed interventions and actions for cases assigned. Support professionals in providing recommendation for interventions and strategies as required	• Delivery of appropriate therapeutic or clinical support to service user as recommended by professionals • Safety, wellbeing and skill development of vulnerable users and public

Interventions	
Provide basic support and rehabilitation to service users. Deliver programmes of interventions written by relevant qualified professionals.	• Improved wellbeing, communication and independence of service users • Support provision of appropriate interventions to support service user's development • Service users access services • Skill development and maintenance
Group Interventions	
Support standard interventions for varied groups	• Improved opportunities for social participation • Skill development
Communication	
Support standard interventions for varied groups	• Improved opportunities for social participation • Skill development
Assessment/Risk Management	
Identify safeguarding/risk issues.	• Ensure service users safety and wellbeing • Securing support from clinicians 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
Multi-disciplinary Working	
Effective communication across team to promote best outcomes for service users.	• 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

Nature of contacts and relationship (who and the nature of the communications)

- Assist relevant professionals as appropriate (training supported etc...)
- Works directly with vulnerable service users and informal carers
- May 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

Working environment context (disruption, physical, disagreeable, health and safety aspects)

- May involve dealing with significantly challenging behaviour or circumstances
- May involve dispersed location and environment
- May involve working in specialist physical environment (e.g.: hydro pool, rebound room)
- May undertake personal care tasks
May involve moving and handling of service users for transit (e.g. wheelchair users)

Procedural context (creativity, discretion and impact)

- Carry out duties according to instruction and standard procedures
- Refer non-standard situations to the appropriate supervisor
- Deal with immediate emergency situations
Exercises a degree of judgement in dealing with service users' day-to-day and immediate requirements

Key facts and figure ranges (include likely size of any team managed)

- Typical number of concurrent assignees – typically one-to-one interaction with service users and some small groups
- Access to budget for petty cash and for resources allocated to individual programmes

Skills, knowledge and qualifications

- NVQ Level 3 essential or equivalent experience
- Induction training including policy, procedures and basic health and safety
- Practical experience in workplace with vulnerable people to understand risk and safety hazards
- Knowledge of where to refer emergencies and non-standard cases
- Ability to cope with significantly challenging behaviour and circumstances

Equipment operated and essential skills

- Basic computer literacy

- 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 communicate clearly and effectively, setting clear expectations • I give timely, constructive feedback, and praise appropriately to encourage great performance in individuals and teams • I celebrate team and individual successes • I monitor and review performance in a timely, effective, and fair way
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 am honest where key stakeholders needs can't be met, and offer alternative solutions. • I develop and amend service to meet the long-term requirements of key stakeholders • I work effectively with my own and broader teams, understanding people's capabilities and ensuring the right people are involved in tasks. • I ensure compliance with Trust procedures and values

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 encourage team review and sharing best practice to improve performance for my team and others • I question ways of working in a positive way, understanding the bigger picture, putting forward new ideas through the right channels and creatively solving problems • I explain positively why organisational changes need to be made and communicate expectations clearly • I am proactive and prepared to take positive action rather than reacting
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 create a fair environment free from discrimination and abusive, aggressive or discriminatory behaviours. • I see the development of others as a key measure of my success, acting as a role model and sharing best practice with others • I challenge appropriately and speak up about any issues or concerns • I help people to make decisions for themselves