

Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	32
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.	<ul style="list-style-type: none"> • Complete accurate case records in accordance with professional standards • Maintain current case file which meets professional standards
Assessments	
<p>Identification of appropriate assessments methods</p> <p>Leading on completions of assessments using appropriate methods</p>	<ul style="list-style-type: none"> • Identification of service user's needs • Support with facilitates outcome measurement
Care Plan Implementation	
<p>Lead and plan interventions and actions for cases assigned.</p> <p>Provide professional advice for interventions and strategies as required</p>	<ul style="list-style-type: none"> • 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

Interventions	
Provide standard direct interventions to service users.	<ul style="list-style-type: none"> • 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	
May run be responsible for standard interventions with various groups and sections of the community.	<ul style="list-style-type: none"> • Improved opportunities for social participation • Skill development
Advice	
Provide advice, guidance and support to unqualified staff. Support the development and delivery of training for relevant staff	<ul style="list-style-type: none"> • 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
Communication	
Report on service users' circumstances in accordance with relevant standards.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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.

- 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

Participate and support professionals in audit and service review

- Continuous improvement and innovation
- Delivery of provision based on evidence based practice

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

- Works directly with vulnerable service users
- Liaises with external and internal partners on day-to-day service issues
- 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

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
- May support or guide staff in standard procedures
- Refer non-standard situations to the appropriate supervisor
Deal with immediate emergency situations

Planning Requirement

- Inform assessments and packages of care

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
- 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 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