Role profile description

Date	August 2020
Family	Therapeutic and Clinical Support
Role profile level number	55A

Purpose
To organise and control the day-to-day delivery of a specialist therapeutic and clinical support service, to promote the independence and wellbeing of service users; this may include managing a small, complex caseload. To promote independence and wellbeing.

Role accountability	End result
Case Management	
Determine progression of complex cases and monitor case advancement by other staff.	• Cases are progressed in line with quality, professional national and legislative standards
Budget	
Assist in the planning and control of delegated budget for specific areas.	• Manager provided with accurate information in order to inform budget decisions
People and Performance Management	
Monitor and review contracted services for individual service users.	• Service delivered to standards
Organise and authorise deployment of staff.	• Delivery of appropriate support for service users • Allocation of work • Interventions are delivered by appropriately qualified individuals in line with legislative and professional requirements

Organise the training and development needs of individual staff in light of professional and/or clinical supervision.	• Improvement of individual performance • Facilitation of career progression within the Trust • Increased pool of experienced and qualified resource within the service

Assessment/Risk management

Conduct assessments in particularly 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
Assess and manage the risk associated with team cases.	• Day to day prioritisation of casework

Service Development

Contribute to the development of service planning within the service.	• Optimum use of available resources • Improved quality of service and efficiency

Relationships

Represent the service in liaison with other agencies and disciplines in order to reach decisions.	• Integrated approach between agencies • Improved effectiveness and efficiency in service delivery

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 specialist area.
Take lead responsibility for clinical supervision in specific clinical area

Support other professionals as required in quality improvement processes e.g.: audits etc.…

- 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
- Ensure quality improvement of clinical services is established and maintained across the Trust

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

- Managers and practitioners working in partnership organisations and departments and other agencies
- 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)

- Office based and managing some diverse locations
- May involve dealing with challenging behaviour
- May involve visiting people in their homes
- Likely to involve disruption to planned work
- Likely to involve lone working outside core hours

Procedural context (creativity, discretion and impact)

- Authorise deployment of staff
- Sign off decisions relating to high-risk issues
- Operation decisions

Planning requirement

- Developing and implementing team plan and contributing to business and service planning

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

- Provides professional and clinical supervision and authorises deployment of staff
- Monitors performance of contracted services
- Assist in planning associated budget

Skills, knowledge and qualifications

- Degree or equivalent
- Post graduate professional qualification in practice and/or in management
- Organisational awareness and understanding of political agenda
- Understanding of roles of key partnership agencies
- Resource management ability
- Deep understanding of relevant legislation

Equipment operated and essential skills

- Computer – basic ICT skills, use of MS Office package

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