

**OXLEAS NHS FOUNDATION TRUST
JOB DESCRIPTION**

JOB TITLE: Care Coordinator

GRADE/BAND: Band 6

DIRECTORATE: Adult Community Mental Health (Greenwich)

HOURS OF WORK: 37.5

**RESPONSIBLE TO: Gary Winters/Emily Davies
(Line manager)**

**ACCOUNTABLE TO: Service Director
(RESPONSIBLE FOR:)**

LIAISES WITH: Line Manager

BASE: Ferryview Community Mental Health Centre

AFC Reference: 3163.21

Overview of the Post

EIP Care coordinators are required to coordinate the full range of psychological, pharmacological, social and occupational interventions recommended in NICE guidelines. Care should be coordinated across all relevant agencies encompassing the whole psychosis care pathway. A person-centred, integrated approach to providing services is fundamental to delivering high-quality care to people with psychosis.

Key Task and Responsibilities

Care Coordinators working with people with psychosis should ensure they are competent in:

- Engagement
- Working with a biopsychosocial formulation
- Assessment skills
- Using explanatory models of illness
- Explaining the causes of psychosis
- Explaining treatment options
- Negotiating skills
- Skills for working with families of people with psychosis
- Conflict management and conflict resolution.

A manual of self-management programme should be developed and delivered face-to-face with service users, as part of the treatment and management of psychosis. Self-management programmes should include:

- Information and advice about psychosis
- Effective use of medication
- Identifying and managing symptoms
- Accessing mental health and other support services
- Coping with stress and other problems
- What to do in a crisis
- Building a social support network
- Preventing relapse and setting personal recovery goals.

EIP Care Coordinators should be skilled in working with recovery-based approaches to care planning. They should be able to work flexibly and creatively with people in order to achieve their individual goals, supporting them across a range of health and social care needs, including housing, benefits and debt advice.

Care coordinators will also deliver family intervention when trained and supervised in delivery.

Care Coordinators working with people with psychosis from diverse ethnic and cultural backgrounds should ensure they are competent in addressing cultural and ethnic differences in beliefs regarding biological, social and family influences on the causes of unusual mental states, treatment expectations and adherence.

Management responsibilities

Managing Caseload

- Significant knowledge, awareness and understanding of Mental Health Law, including legislation of particular relevance to the community sector including the Community Care Act (2015) treatment legislation, the Care Programme Approach (2008), the Mental Capacity Act (2005) and Community Treatment Orders (CTO).

- To be personally responsible and professionally accountable for a caseload as part of the community team and lead and manage the work of others as required.

- Co-ordinating care, communicating with other professionals involved in the care and ensuring regular CPA reviews are held as required. This will include communication with other teams for example in-patient services through attendance at ward meetings and with interface services e.g. Addictions service and CAMHS services where appropriate.

- Independently carrying out assessment, care planning and care coordination with excellent interpersonal skills, ability to listen to others' views, respect and value individuals from a diverse range of backgrounds.

- Leading meetings with community team members on a regular basis to discuss report and evaluate client care.

- Ensuring a flexible approach in care provision with focus on choice and

social inclusion opportunities.

- Recognising and addressing concerns about the physical health needs of service users with long term conditions (e.g. diabetes, asthma etc.); escalating these concerns as necessary to senior members of the multi-disciplinary team.

Leadership

- Ensuring that electronic patient's records are complete. Writing reports and letters in a community setting.
- Engaging in practice reflection through clinical supervision and reflective practice groups, and contributing to the delivery of clinical supervision to junior staff.
- Demonstrate leadership skills within the clinical context of the community, showing particular awareness of the challenges facing staff working in a community setting and supporting junior staff as appropriate.

Clinical

Promoting Recovery

- Encouraging and empowering service users to have an optimum level of responsibility for their individual programme of care and with their consent, where appropriate, seeking the cooperation of friends, relatives and carers – following 'recovery' principles and approaches.
- Supporting service users to adopt recovery strategies that promote their wellbeing, healthy lifestyle, independence and self-care.

Risk Assessment and Risk Management

- Reporting any incident or Serious Untoward Incidents that may take place in a community setting and provide reports and accurate records relating to the incident.
- Working safely to ensure safe custody of medicines, sharps, and clinical equipment in a community setting; and reporting of all incidents following Trust Policy.
- Recognising and responding appropriately to "self-harm and suicide prevention" with particular regard to the risks in community settings, in line with Trust policies and training guidelines.
- Understanding and working within the boundaries of the Lone Working Policy and awareness of Personal Safety in a community setting, including clear and updated communication with colleagues.
- Responding to urgent situations, emergencies or crises using protocols specific to the local community setting.

Safeguarding and Duty of Candour

- Understanding and implementing safeguarding procedures in a community setting; recognise, report and investigate safeguarding issues and raise safeguarding alerts if you suspect that a service user and/or carer has been exposed to harm or abuse.

- Understanding and implementing of Duty of Candour with regard to the particular issues in a community setting.

Infection control

- Understanding and implementing infection control measures in a community setting.

Legislation

- Demonstrating an awareness and understanding of relevant and up-to date.
- Mental Health Law of particular relevance in community settings; ensuring adherence to legislation at all times.
- Having knowledge of the legal requirements of the Mental Health Act, Care Act, Mental Capacity Act, Programme Approach, Deprivation of Liberty, Safeguarding Vulnerable Adults and Community Treatment Orders.

Understanding of the admission and discharge procedure

- Completing referral forms as necessary.
- Networking/liaising across the teams such as Transition of clients from CAMHS into Working Age Adult team or from WAA to Older adult.

Medication Management

- Administering and monitoring the side effects of medication according to NMC professional standards.
- Having significant knowledge of medication used in a community setting and side effects.
- Giving medication including IMI to the right patient, right medication, right dose, right route, and right time and giving the right education to patients.
- Ordering and appropriate storage of medication in a community setting.

Research

The post-holder will be required to participate in annual EIP audit (NCAP) of their caseload and engage in any other EIP team clinical audits as required. The post-holder will also be encouraged to engage in Quality and Service Improvement projects.

Communication

- Preparing and providing reports on information and statistics as required relating to case load, regularity of visits and details of contact with clients and families.
- Communicating/liasing effectively with relevant agencies to ensure that an integrated programme of care is provided throughout.
- Advising families on prevention of illness and accidents in a community setting within own level of competency.
- Liaising with other Health Care Professionals, Statutory and /or voluntary Agencies to address the needs of service user.
- Working closely with relevant professionals identifying health needs of the practice population and support the development of services in response to those needs.
- Leading and participating in team, locality and Trust initiatives as required and promote the strategic aims and objectives of the service, Nursing strategy and other relevant quality improvement initiatives in the community.
- Leading and actively contributing to clinical or governance reviews of the team's activity and the monitoring of performance in line with trust directives and audit programmes in the community.
- Documenting according to Trust policy, write in plain language, avoiding jargon and use of acronyms.

On Call/Unsocial Hours

The Greenwich Early Intervention Team operates within office hours (9.00am-5.00pm Monday to Friday).

The following statements are mandatory for all job descriptions:

Terms and Conditions

The post holder is subject to the terms and conditions of OXLEAS NHS FOUNDATION TRUST. This Job description gives an outline of the post and is subject to review in consultation with the post holder.

Confidentiality

The Post holder must maintain the confidentiality of information about patients, staff and other health service business in accordance with Trust Policy.

Risk Management

The Post holder will ensure compliance with the Trust's risk management policies and procedures. These describe the Trust's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

Infection Control

All staff are required to be familiar with the Trusts infection control policies, and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

Equality, Diversity and Human Rights

The Post holder will treat all colleagues, service users, carers and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, HIV/Aids status, criminal background and Trade Union status. The Trust has a Policy for Equality and Human Rights and it is the responsibility of all staff to ensure that this is implemented.

Health & Safety

All staff must be aware of the responsibility placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe condition for employees, patients and visitors.

Professional and NHS Codes of Conduct

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the 'Code of Conduct for NHS Managers' and 'Standards of Business Conduct for NHS Staff'.

Safeguarding

It is the responsibility of all staff to safeguard and protect children and adults at risk at all times and staff must report any concerns as per Safeguarding Children and Safeguarding Adults policies, which are available on the Trust's intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role.

Financial Management and Control of Resources

All staff are responsible for the security and the property of the Trust, avoiding loss or damage and being economical and efficient in the use of resources. Staff are required to act in accordance with the rules and regulations as described in the Trust's Policy relating to the Financial Management and Control of Resources'.

Customer Care

It is the aim of the Trust to provide patients and clients with the best possible care. All staff are required to put the patient/client first and do their utmost to meet requests and needs courteously and efficiently.

Personal/Professional Development Planning/Mandatory Training

All staff should have a personal development plan and in conjunction with their manager, should actively determine and pursue agreed training and development needs and opportunities. All staff are required to attend mandatory training as designated by the Trust.

No Smoking

Oxleas NHS Foundation Trust has a no smoking policy. Staff are not permitted to smoke within or on Trust premises.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name

Note:

Please attach an organisational chart alongside, a person specification, and Job Description.

**OXLEAS NHS FOUNDATION TRUST
PERSON SPECIFICATION**

JOB TITLE: Care Coordinator

DEPARTMENT: Greenwich Early Intervention in Psychosis Service

GRADE: Band 6

| Education/Qualifications | How measured |
|--|----------------------------|
| Essential Registered Mental Health Nurse and/or Registered Learning Disabilities Nurse Mentorship qualification | Application form/interview |
| Experience | |
| Essential <ul style="list-style-type: none"> • Experience of research based/ • reflective practice, e.g. • understanding and ability to use • supervision to reflect on skills, • attitude and knowledge and develop • these by using evidence based • practice • Significant relevant clinical • experience • Evidence of continuing professional • development • Experience as a preceptor / mentor • Knowledge of clinical governance • and audit • Knowledge of relevant Professional • and Clinical legislation • Understanding of Care Coordination • under CPA • Experience of Interagency working • Experience of managing a caseload • Experience of working in the community Desirable <ul style="list-style-type: none"> • Experience of supporting practice development in clinical areas • Awareness/knowledge of the issues surrounding social inclusion for mental health service users | Application form/interview |

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| Skills/Abilities/Knowledge | |
| Essential <ul style="list-style-type: none"> • Computer literacy • Communication and relationship skills • Works autonomously • Interpersonal skills • Analytical and judgemental skills • Planning and organisational skills • Admin/clerical skills • Freedom to act • Physical skills • Able to provide quality care that is responsive to service user's needs, without close supervision <p>Skills in clinical assessment/baseline mental health assessment</p> <p>Skills in risk assessment and risk management and crisis management</p> <p>Resilient: able to cope with difficult interpersonal situations.</p> <p>Approachable</p> <p>Self-aware, self-confident and intrinsically motivated to do a good job and to motivate others</p> <p>Forms very effective working relationships with colleagues</p> <p>Advocates for all individuals, particularly those with protected characteristics; promotes equality and diversity</p> <p>Skilled in supervision of others, and in providing critical and constructive feedback.</p> <p>Problem solving, ability to identify problems, review options and take appropriate action without a predetermined framework</p> | Application form/interview |
| Effort and Environment | |
| <ul style="list-style-type: none"> • Physical Effort • Mental Effort • Emotional Effort • Working Conditions | Application form/interview |
| Other Requirements | |
| Empathy for service users including individuals who have experienced | Application form/interview |

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| mental health problems. Loyal and able to advocate for and show pride in the work area and organization and demonstrates values of trust and NHS | |
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NB These are not definitive lists if there are any others specific to a post, please add to the form which should then be signed by the line manager and post holder alongside the Job description.

Signed by Line Manager

Signed by post holder

Date

Date

Print Name

Print Name