

## **Job Description**

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|------------------------|-------------------------------|
| <b>Post:</b>           | CPN / Care Co-ordinator       |
| <b>Band:</b>           | 6                             |
| <b>Responsible to:</b> | Team Manager                  |
| <b>Main Contacts:</b>  | Internal or external contacts |

## **Job Summary**

The Care Coordinator will provide a comprehensive mental health service to adults of working age who experience moderate to severe mental health problems within the community. The practitioner will also: -

- Work collaboratively across a range of disciplines to continuously promote a 'needs based' approach to all service users.
- Promote an integrated approach to service delivery.
- Develop clear relapse recognition / prevention plans and share with MDT, service users and carers where appropriate
- Develop meaningful engagement with individuals who are often referred to as 'difficult to engage' and their families.
- The team will offer a five day service within the hours of 09.00hrs to 17.00hrs. Some flexibility will be necessary to provide planned interventions

## **Main Duties and Responsibilities**

### **Responsibilities**

- To act as Care Co-ordinator
- To carry a caseload and work with evidence based interventions to include: -
  - Assessment of need of the service user and carer
  - Formulation of care plan
  - Implementation of a plan of care for the service user in collaboration with the multi-disciplinary team, referring agent, family/carers and service user, where appropriate.
  - Assessment and monitoring of risk
- To monitor, review and evaluate care in accordance with C.P.A
- To liaise with all agencies, and members of the multi-disciplinary team to ensure the needs of the service user are met.

- Establish and maintain communication with individuals and groups on the caseload about difficult or complex matters, in such a way as to overcome any problems in communication.
- To carry out clinic duties such as the Clozaril /administration of depot injections either in the clients home or in the clinics. To manage medication and its administration within Trust Policy
- To supervise Community Support Workers / Band 5s as appropriate to implement elements of the care plan.
- To maintain accurate, up to date electronic records of all service users referred and receiving assessment, care treatment and support.
- To offer initial mental health and social care assessments to those newly referred to the service,
- To participate in the CMHT's duty system on a rota basis. Be able to offer a rapid response to service users' immediate needs, including those arising from crises.
- To work in a therapeutically informed way within the multi-disciplinary team to address the needs of service users with complex emotional disorders.
- To maintain a persistent approach to engagement where there are complex mental health difficulties.
- To have the capacity to prioritise and work flexibly with MDT in order to respond to rapidly changing clinical needs.
- To promote the physical health and wellbeing of service users.

### **Communication and Relationship Skills**

- Maintain excellent communication with service users on their health and social care plan and inform relatives on progress as appropriate.
- Maintain excellent communication and provide guidance to, Band 5's assistant practitioners / support workers as appropriate, on the health and social care needs of service users.
- Communicate effectively with all members of the multi-disciplinary, multi-agency team involved in the care of the service user.
- Assess and respond appropriately to aggressive behaviour.
- Make appropriate referrals to other agencies.
- Promote and maintain confidentiality.
- Promote and adhere to the Trust's values statement.

### **Education and Training**

- Participate in the supervision and assessment of students/learners on placement within the service.
- Maintain a personal development plan and an annual program of learning and development.
- Participate in individual performance development review on an annual basis.
- Keep up to date with all policies, procedures and protocols relating to the client group / organisation and relevant practice.

- Provide support to assistant practitioners / support workers / Band 5s by providing work based training and development opportunities.
- To act as mentor and preceptor for Band 5s / Assistant Practitioners/support workers as appropriate.
- Attend further training as identified with the line manager through the CPD process.

### **Administration and Information Technology**

- Use information technology to support the care process for the benefit of the service users and their families through the recording relevant data.

### **Clinical Governance**

- Identify risk issues that impact on the service user's health or social care needs.
- Take appropriate action to the significance of the risk and consistent with protection procedures e.g. applying appropriate control and restraint techniques, applying child or adult protection procedures.
- Demonstrate high standards of health and social care practice at all times.
- Demonstrate effective team working inclusive of all relevant professionals.
- Be accountable for own practice.
- Report all accidents / incidents, and all ill health, failings in equipment and/or environment.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

### **General Duties of all post holders**

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

### **Standards of Business Conduct**

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.

- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

### **Equality and Diversity and Equal Opportunities**

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

### **Safeguarding**

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with the NICE Guidelines "when to suspect child maltreatment 2009."

### **Professional and Personal Development**

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal IPDR/KSF review with their manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular

basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

## **Confidentiality and Information Governance**

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

## **Health and Safety at Work**

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.
- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

## Infection Control

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

## Sustainability / Net Zero Carbon

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport