

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Rehabilitation & Recovery Service – Recovery Centre

POST:	Care Coordinator
SALARY:	AFC Band 6
ACCOUNTABLE TO:	Rehab & Recovery Lead (operationally) and CL Team Leader (professionally)

ORGANISATIONAL EXPECTATIONS:

Community Links aims to provide a high quality customer service adhering to the principles of best practice, promoting equal opportunities and working positively with diversity. Community Links is an ambitious, forward thinking organisation and you must be committed to developing and enhancing the services we provide.

The organisation expects all its employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organisation. You are expected to uphold the values and ethos of Community Links at all times.

OUTLINE OF POST:

The Recovery centre is a multidisciplinary and multi-agency service made up of staff members from LYPFT, Community Links, Leeds Mind and Touchstone. The remit of the service is to provide coordinated care and interventions to service users within the inpatient rehabilitation and recovery units and to support their transition into the community. The service aims:

To provide rehabilitation and recovery-based services that enable people to define, build and live a meaningful, independent and satisfying life.

The post holder will work in a way that promotes positive partnership working between all members of the Recovery Centres' functional network and the city-wide Rehabilitation pathway.

The core purpose of this role is to co-ordinate the care of a defined caseload of service users from admission to the inpatient service, into the community and through to discharge. The holder will provide effective navigation of services and brokering of care packages within the CPA framework, conducting clinical holistic risk assessments in accordance with the R&R pathway. They will provide and coordinate highly skilled interventions (including group work) and share skills with other team members, through training and supervision.

The service encourages the use of the wisdom gained through personal 'lived' experience, to inspire hope in others and the belief that recovery is possible for all.

Within a relationship of mutuality, the peer support model can be used to facilitate and support information sharing to promote choice, self-determination and opportunities for the fulfilment of socially valued roles with connection to local communities.

The service provision is from Monday to Fridays between the hours of 8am and 8pm with flexibility depending on and responding to the needs of the service users.

MAIN TASKS:

1. Communication/Relationship Skills

(covers providing and receiving routine, complex or highly complex information, barriers to understanding, communicating sensitive or contentious information)

- Ensure effective communication systems are in place and used appropriately.
- Ensure all referrers and involved agencies are kept fully informed of care plans, reviews and changes in treatment or circumstance.
- To maintain communication and links with parent organisation if not directly employed through LYPFT.
- Full participation in appropriate managerial and clinical meetings.
- Take responsibility for creating and maintaining an environment that positively encourages the active involvement of service users and carer in all aspects of care delivery and evaluation.
- Develop networks with staff working in other agencies that provide services to our service users.
- The post holder will report directly to the Rehabilitation and Recovery Lead and be accountable to the R&R service Matron/Operational Manager.
- To build collaborative relationships with service users and significant others that will promote engagement in the therapeutic process.
- Will be able to adapt to barriers in communication that service users may present with e.g. emotional, psychological and physical, utilising a high level of expertise in communication skills.
- To co-ordinate and communicate complex care packages for defined service users through the assessment process, Formulation meetings and CPA reviews.
- To ensure the diverse needs of our service users and those who come into contact with our services are considered and supported.
- To adhere to all professional and Trust policies including the reporting of Trust incidents, complaints procedure and information governance.
- Adhere to the Lone Working policy.
- To provide advice, support and information to service users and carers.

2. Knowledge, training and experience

(covers base, intermediate or specialist knowledge (theoretical and/or practical), level of qualifications, training and experience)

- Will maintain current specific professional and legal standards of practice in accordance with professional codes of conduct.
- Able to meet the required competencies for care coordination.
- Extensive experience of implementing CPA and acting as Care Co-ordinator.
- To be responsible and accountable for the assessment, planning, implementation and evaluation of ICP's.
- To respond to unpredictable situations of risk and manage these in a safe, professional and holistic manner using FACE risk assessment and management plans.

- Will be able to demonstrate a high level of understanding of the national and local mental health and social care agenda and be able contribute to service development initiatives.
- Will be able to demonstrate a working knowledge of clinical, teaching and leadership skills and can demonstrate evidence to support same.
- Will be able to demonstrate excellent prioritisation and delegation skills.
- Will be highly skilled in all aspects of clinical communication including the maintenance of accurate records.
- Will be able to demonstrate excellent prioritisation and delegation skills.
- To demonstrate and apply a highly skilled level of clinical and professional supervision (utilising a variety of techniques underpinned by a variety of models and experience).
- To develop and nurture partnerships with 3rd sector organisations, not just within the Recovery centres defined partners but with all organisations that interface with the care of our service users including primary care (and other local agencies). To advise on mental health issues and support as necessary.

3. Analysis, Problem Solving and Judgemental Skills

(covers judgements/decision making of straightforward, a range of situations, complex or highly complex of facts or situations)

- To provide advice, support and information to service users and carers.
- To provide supervision and support to junior members of the team and students.
- To offer support and advice to other members of the team concerning clinical practice issues.
- Will support the Rehabilitation and Recovery Lead to ensure that all new referrals into the service are triaged effectively.

4. Planning and Organisational Skills

(covers planning and organising own tasks, straightforward tasks, complex or a broad range of complex activities or programmes)

- Will be responsible for own time and case load management under the supervision of the R&R Lead.
- Will ensure junior staff have defined tasks that contribute to the clinical care of the service users as defined through CPA and tasks that contribute to the effective running of the team.
- Will cover and support team members during times of annual leave or unexpected leave of absences.
- To use professional judgement and exercise professional accountability in all aspects of clinical practice.

5. Service user/Client Care

(covers non-clinical advice, personal care, clinical care, implements or develops care packages/clinical technical services which are specialist or highly specialist)

- Act as Care Co-ordinator utilising the CPA as the framework for the delivery of Care.
- To maintain a commitment to person centred care and to promote the use of the recovery model where appropriate.
- Will conduct and present Holistic assessments and participate in the Formulation process with subsequent ordering of the appropriate Care Plan and ICP.

- To act as a nominated duty worker (managing referrals on the Trusts electronic patient records system) as per rota, exercising clinical judgement and decision making in managing unplanned and urgent situations.
- To champion recovery principles and the ethos of the service.
- To inreach to the R&R inpatient units leading on and providing clinical interventions.
- To coordinate care through navigating services and brokering packages of care ensuring the provision of effective holistic care.
- To promote social inclusion and diversity for clients by coordinating/facilitating and supporting access to a variety of community-based opportunities including work, social groups, education, spiritual pursuits, leisure activities to ensure holistic wellbeing.
- To provide a range of highly skilled interventions (including group work) as determined by the Integrated Care Pathways (appropriate to professional expertise) and share those skills with other team members.
- To act at all times with courtesy towards service users, relatives and other visitors to the unit and refer them to the senior team members as appropriate.
- To promote the physical health and wellbeing of clients by coordinating care that facilitates access to relevant screening and information around medication, diet, nutrition, exercise, sensible drinking and smoking cessation.

6. Policy and Service development Implementation
(covers responsibility for development and implementation of policies and/or services i.e. implements in own work area, policy/service development across own area/directorate/organisation)

- Take responsibility to maintain professional registration by meeting specific professional standards and adhering to codes of practice Contribute to the ongoing modernisation of Rehabilitation and recovery services. And to identify ongoing areas of development acting as an agent of change within the service. To maintain links with primary care and advise on mental health issues and support as necessary.
- Contribute to the development of the service applying NICE guidelines through Clinical Governance and professional standards.
- Participate in service audit evaluation and review.
- To demonstrate sound clinical skills and ability to make decisions, whilst always aiming to promote the involvement of the service user.

7. Responsible for Financial and Physical Resources
(covers financial resources i.e. cash, cheques, budgets and physical resources such as clinical, office and other equipment, tools, instruments, personal possessions of service user's/clients)

- To make effective use of all available resources under the guidance of the service lead and matron.
- Adhere to Trust financial instructions e.g. mileage and expenses claims, timely submission of attendance sheets and activity recording.
- Will provide supervision and appraisals for designated staff.
- To ensure policies and procedures are followed and implemented relating to the management of Service user' finances.
- To contribute to the maintenance of the physical resources and environment within the trust through effective resource management and reporting through defined channels.

8. Responsible for Human Resources

(covers management/supervision/coordination/teaching, training and development/ including dealing with HR issues such as grievance, disciplinary, absence management and appraisal)

- To engage in management and caseload supervision with R&R Lead and deliver clinical supervision to junior staff.
- To act as a positive role model, providing leadership and support to other team members.
- To participate in the provision of an effective induction programme for new staff to achieve a clear awareness of roles and responsibilities, and operational policies and procedures.
- To provide supervision and support to junior members of the team and students.
- To offer support and advice to other members of the team concerning clinical practice issues.
- Will support the R&R lead that all new referrals into the service are triaged effectively.
- Will provide supervision and appraisals for designated staff.
- To participate in the provision of an effective induction programme for new staff to achieve a clear awareness of roles and responsibilities, and operational policies and procedures.

9. Responsible for Information Resources

(covers computerised, paper-based and information systems i.e. records own generated information, data entry, create reports, design/development/use of information systems)

- To maintain accurate and up to date patient electronic records as required by the Trusts and any parent organisations (e.g. Community Links) policies, procedures and local working instructions.
- To ensure that junior team members handover information relating to delegated tasks and that electronic records are maintained and up to date.
- To provide clinical reports such as CPA and tribunal reports.
- To maintain mandatory training relating to information governance.
- To ensure trust policy is maintained in relation to information governance.

10. Research and Development (R & D)

(covers informal and formal clinical or non-clinical R & D i.e. carries out audits, undertakes R & D, co-ordinates and implements R & D programmes)

- To contribute to audits/evaluation as directed by the Trust, Leeds Care service, service and professional Leads and Community Links.
- To contribute to any R&D related task as instructed by service Leads or the R&R service Leads when relating to the development of the service.

11. Freedom to Act

(covers accountability for own actions and those of others, use of own initiative and act independently and the discretion to take action i.e. works with supervision or is guided by procedures, guidance by others, interprets policy and strategy)

- Whilst having access to good quality clinical supervision, the post holder will exercise a high level of professional and clinical autonomy.

- To take the lead responsibility for the day to day care of a defined case load, coordinating their care effectively.
- To be responsible for your personal clinical decisions and challenge those of others as appropriate utilising supervision and management networks as required.
- To use own initiative.
- To check out decisions with senior staff when presented with uncertainty.
- To support others in the team in particular junior staff and to provide clear direction when delegating tasks.
- To support the implementation of and to act accordingly to implement the R&R service model and adjoining trust and local strategies.

12. Keep up-to-date with policies, guidelines, procedures and practices.
13. Participate in team meetings and other meetings as required.
14. Represent Community Links in a knowledgeable and professional manner at all times.
15. Maintain appropriate professional boundaries at all times.
16. Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
17. Partake in Community Links Personal Development Review system.

The above duties are indicative of the requirements of the post at the time of recruitment. You will be expected to undertake other duties as may be reasonably required commensurate with the post, at the initial place of work or at other locations from which Community Links operates.

Please note this job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible approach to the tasks, which may be varied from time to time following discussion with line management. Any variations will be subject to the operational requirements and will be in keeping with the general profile of the post.

**Person Specification
Care Coordinator
Rehabilitation & Recovery Service – Recovery Centre**

The person specification should be read in conjunctions with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role.

Community Links does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential	Desirable	Identified by: A=application I=interview E=exercise
Demonstrate understanding and commitment to equal opportunities and diversity	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		I
Demonstrate the ability to undertake work with high degree of accuracy and strong attention to detail	✓		A, I, E
Demonstrate a commitment to enabling and empowering clients to become actively involved in Community Links	✓		A, I, E
Knowledge & Skills	Essential	Desirable	
Recognised professional qualification e.g. BSc/Dip OT, RMN, RN (Mental Health), BSc/degree, or have the necessary skills and experiences that enable successful application of the job specification and role	✓		A
Able to meet the required competencies for care coordination.	✓		A
Is able to demonstrate through actions and communication a strong ethos of	✓		A, I

driving a culture of positive perception of a recovery focused service.			
Has a high level of understanding of the national and local mental health and social care agenda and be able contribute to service development initiatives.		✓	A, I
Is highly skilled in all aspects of clinical communication including the maintenance of accurate records. Has the ability to communicate services, pathways, priorities and vision to other services.	✓		A, I
Has the ability to positively engage with a range of providers internally and externally with regards to promoting the service.	✓		A, I
Has excellent prioritisation and delegation skills.	✓		A, I
Is highly skilled and has extensive experience in the delivery of clinical and professional supervision. (Utilising a variety of techniques underpinned by a variety of models and experience).	✓		A, I
Has the ability to independently coordinate the care of a defined set of service users including complex situations and offer support to junior members of the service as required.	✓		A, I
Is committed to person centred care and to promoting the use of the recovery model.	✓		A, I
Has IT literacy skills and the ability to work on electronic care records	✓		A
To be able to perform moving and handling interventions in line with trust policy.	✓		A
The post requires the holder to be able to travel across various city wide sites.	✓		A
Have access to a car for work purposes and hold a full current UK driving licence	✓		A
Qualification in plain English Second Language e.g. Urdu, Polish, BSL		✓	A
Experience	Essential	Desirable	
Extensive experience of working as a care coordinator and/or within CPA within a mental health setting.	✓		A

Extensive experience of working in partnership with service users, carers and other agencies.	✓		A, I
Extensive experience in carrying out complex interventions, and able to demonstrate that these skills are maintained and shared with other team members.	✓		A, I
Has substantial experience of working in the community with service users	✓		A, I
Has extensive experience of leadership appropriate to the role and is able to demonstrate through practical application and examples.	✓		A, I
Has experience of working with diverse populations and values the work associated to promoting diversity and social inclusion.	✓		A, I
Experience of mental health either as service user, carer, worker or volunteer.	✓		A
Extensive experience of working within a recovery based clinical frame of reference, models and approaches.		✓	A, I