

ANEURIN BEVAN UNIVERSITY HEALTH BOARD
Integrated Service for Children with Additional Needs (ISCAN)

JOB FRAMEWORK

Job Title: Care Co-ordinator for Children and Young People with Disabilities

Band: Band 5 **(Ref: 2017/0208)**

Hours of work: 37.5 (1WTE)

Division: Family & Therapy Services

Directorate: Occupational Therapy

Base: Children's Centre

ORGANISATIONAL ARRANGEMENTS

Professionally responsible to: Children Centre Improvement and Development Manager

Accountable to: Integrated Children's Service Manager

Report to: Children Centre Improvement and Development Manager

JOB PURPOSE

- The post holder will be accountable for the provision of a care co-ordination service for children with disabilities and/or developmental difficulties, aged 0-18 years of age. They will develop and lead on the provision of an integrated assessment and planning service for an identified group of children and families within a children's centre catchment area. The post holder will be an independent practitioner with the skills and ability to assess the needs of children and families liaising with the multidisciplinary team to secure appropriate provision. They will develop effective networks and maintain collaborative partnerships with relevant partner agencies such as education and social care. They will provide information analysis to senior managers in order to evaluate and develop the care co-ordination service.

- The post holder will work independently with families who have children with disabilities and complex health and social care needs. These families will inevitably have a number of professionals supporting them and require a care co-ordinator to provide them with an individualised package of support for the whole family. The care co-ordinator will facilitate a multi-disciplinary team approach which will result in the production of a single plan based on the child and families assessed needs.
- The post holder will have responsibility for proactively managing the information and performance agenda for their area of responsibility. In addition, they will be responsible for the line management of the administration team and for the provision of an effective and comprehensive administration service. They will ensure that data quality standards are met and will provide effective leadership in order to promote a high quality and motivated team.
- The successful post holder will be based in a children's centre, however he / she will work from various venues including schools, community based venues and the family's homes. The post holder supervise a Band 4 Family Support co-ordinator. They will work in partnership with families, education, social services, health and other children's services with an emphasis on empowering children, young people, parents, carers and their families to be at the heart of decision making about their lives.

DUTIES AND RESPONSIBILITIES

Main Responsibilities/tasks/duties

- Carry a defined caseload of children and young people with complex needs taking sole responsibility for implementing the care coordination process in an effective and efficient manner.
- Lead the development of a co-ordinated assessment process, as determined by the needs of families.
- Co-ordinate and chair multi-agency care co-ordination meetings whilst working in partnership with families and other agencies. Care co-ordinators will support the production of a single plan based on an integrated assessment which provides a holistic approach to meeting the needs of the child/young person alongside their other family members.
- Responsible for co-ordinating the timely production of the care plan that arises from the integrated assessment process and ensure that all professionals are kept informed as to any amendments or changes to family circumstances.

- Create and maintain electronic records relating to the co-ordination of services and to ensure that all professionals and other members of the team, working with the family are informed of any changes to family circumstances or needs between review meetings.
- Responsible for referral allocation to Family Support Co-ordinators and decision making for the service.
- Manage Family Support Co-ordinators and Care Co-ordination Administrators as appropriate.
- Lead the monitoring and evaluation of care co-ordination services reporting to the Integrated Children's Service Manager.
- Provide supervisions, advice and support with case management to the Family Support Co-ordinator.
- Actively engage children and young people and their carers/families in the care coordination process, motivating and supporting them to take responsibility for decision making and goal setting.
- Provide regular pro-active contact and continuity of support to families of children and young people with disabilities and/or complex needs, working within policies, procedures and practices of ABUHB.
- Provide services which respect families ethnicity, culture, religion, disability, gender, sexuality and individuality and to ensure that services are anti-discriminatory in respect of the social status of service users.
- Act as the single-point-of-contact for information and advice for both families and professionals working with that family. Care co-ordinators will adopt the national key working practice standards for disabled children and young people and work with early support materials to achieve this.
- Co-ordinate services for the family and ensure their timely delivery across all agencies. Be proactive in anticipating the future needs of the family to ensure all intervention is timely, appropriate and informed by the family's priorities and/or child or young person's aspirations.
- Provide personal, practical and emotional support that is sensitive and appropriate to needs and family circumstances.
- Work in a way that empowers parents and young people to take responsibility and work towards enabling self-management of their own lives commensurate with their ability and/or stage of development.
- Be proactive in ensuring that administrative deadlines are met and to be responsible for individual time management to prioritise workload and adjust according to the day to day needs of the service users. To respond effectively to sudden or unexpected changes of circumstances for a family.
- Provide support to other professionals who undertake key working tasks in addition to their clinical role within a defined geographical area. This may include facilitating training, provision of advice, guidance, individual mentoring and informal supervision specific to the role of key working.
- Act as a lone worker visiting families and to deal with potentially hostile or aggressive situations effectively within ABUHB guidelines.
- Work outside normal office hours, as required, to meet the needs of the families, covering a pre-defined area.

- Where appropriate, act as a broker or negotiator to remove barriers for families and young people who find accessing activities/short breaks difficult.
 - Where appropriate and with parental/young person consent, provide short-term intervention to co-ordinate service provision and professional input at key transition points.
 - Attend weekly ISCAN meetings at relevant children's centre.
 - Write notes and reports in keeping with service, Health Board and guidelines associated with caseload. To act as reference for junior staff in this area.
 - Handle and exchange complex and/ or contentious information with care and sensitivity, maintaining confidentiality at all times.

Key Areas

Information/Performance/Creativity and Innovation

- Allocate referrals, effectively manage a caseload where there is a complex level of need which will require direct intervention and support within a family centred yet creative approach that does not foster dependency.
- Use of extensive knowledge of local and national services for children with disabilities and developmental difficulties and how to access them within an extensive understanding of statutory and legal requirements within which the services operate.
- Support and empower families in their choice of provision and services, being sensitive to the needs of vulnerable children, appreciation of cultural, religious, dietary and language needs of people from black and minority ethnic backgrounds.
- Adhere to Health Board policies and procedures in all areas of clinical practice.
- Contribute to service development and propose service changes for own work area working in collaboration with senior managers in the Health Board.
- Undertake other relevant duties as required by the Children Centre Improvement and Development Manager. This may include specific projects and tasks directly related to the work of the ISCAN service.

Managerial

- Exchange information with the Children Centre Improvement and Development Manager, clinical staff, administration staff and other departments within the Health Board, which may require the use of negotiation skills.
- Ensure administration staff provide timely and efficient secretarial work, including data entry, minute taking, audio-typing, word processing and transcription of correspondence.
- Manage, supervise, lead and direct the work of the Family Support Co-ordinator.

- Provide support to administration staff to exercise judgement in their role when providing information and liaising with parents/carers and other agencies as required e.g. GPs, Social Services, Education Department, Welsh Government etc.
- Manage the administration staff in an effective manner to maintain an effective filing system and to monitor/ensure administration staff file papers into health records as appropriate, in accordance with the Health Record Keeping Standards.
- Oversee work required to provide suitable environments for both open and closed filing of Health Records.
- To support and motivate administration team through any service improvements.
- To be responsible for all aspects of recruitment and selection of Family Support Co-Ordinators and administration staff and to develop and implement induction programmes for new members of the administration team.
- Undertake annual performance review for the Family Support Co-ordinators and administration team via the PADR process.
- Ensure that the Family Support Co-ordinator and administration team is compliant with mandatory and statutory training requirements.
- Regularly communicate with Family Support Co-ordinator and administrative staff on the performance in their area and ensure that there is two way feedback on successes and necessary improvements.
- Monitor performance of Family Support Co-ordinator and administration staff through the PADR process and corporate policies
- Identify training needs and support staff through training where appropriate.
- Escalate concerns regarding performance to the Integrated Children's Service Manager.
- Deal appropriately and sensitively with staffing / personnel issues.
- Undertake staff meetings for administration staff to cascade information.

Education and Training

- Take personal responsibility for lifelong learning through reflective practice and the attendance of relevant training courses as identified within a personal development plan.
- Ensure compliance with mandatory and statutory training as directed by the Health Board.

Communication/Contacts and Relationships

- Maintain direct contact with service users and their families, representing the service in multi-agency meetings, engaging with other professionals, voluntary agencies and working in partnership with practitioners from health, education and children's services.

- Attend and participate in working groups to promote the service and to network with other agencies.

Work Environment

a) Work Demands

Sensitively manage a service user driven service whilst ensuring that the child/ young person's needs remain paramount.

Manage conflicting service demands to meet the individual needs of a child or young person.

b) Physical Demands

Documents and materials may need to be transported from one location to another and this may involve lifting and handling on a daily basis.

c) Working Conditions

An ability to manage potentially challenging or sensitive situations in a lone worker situation or in meetings with parents and professionals.

Office based and remotely supervised by line manager.

Work patch covers a large geographical area and as such business mileage can be extensive. The post holder may be required to rotate their work base between the three children centres, dependent on demand.

d) Work Context

There is a potential for possible conflict and aggression from service users.

The post holder will find themselves working in lone worker situations remotely from the office base. In such cases a risk assessment will be undertaken with the Children Centre Improvement and Development Manager.

Health & Safety

- Individuals employed within Aneurin Bevan University Health Board must take reasonable care for the health and safety of themselves and other persons who may be affected by their acts or omissions whilst at work.

Data Protection

- Individuals employed within Aneurin Bevan University health Board are responsible for any records they create, use or handle. This responsibility is established and defined by law.
- All employees working for or within the NHS who record, handle, store or otherwise come across information, have a personal common-law duty of confidence. The Data Protection Act 1998 now places statutory restrictions on the use of personal information, including health information. All staff need to acknowledge the importance of health records and their personal responsibilities.
- Its security is of prime importance and serious consequences can result should a record go missing. Any disclosure of such information without permission is a disciplinary offence and may result in dismissal.

Flexibility Statement

- This job description is a guide to the duties you will be expected to perform immediately on your appointment. It will be periodically reviewed in the light of development work requirements and, in consultation with the post holder may well be changed from time to time to meet changes in line with Health Board's requirements.
- The post holder may be required to rotate base with the other two children centres and provide cover for the other centres during periods of staff shortages, leave or sickness.
- The post holder is expected to go the extra mile, volunteering at events taking place in the children centre for the benefit of the children, young people and families.

General

Other Duties

- The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding

- All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the ABUHB's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

PERSON SPECIFICATION

POST: ISCAN SERVICE – CARE CO-ORDINATOR	
EDUCATION/QUALIFICATIONS/TRAINING	
Essential	Desirable
<ul style="list-style-type: none"> Educated to degree level e.g. Occupational Therapist, Social Worker, Physiotherapist, other relevant degree OR applicable relevant experience. Non-professional counselling skills. Experience of managing/supervising staff 	<ul style="list-style-type: none"> Experience of caseload allocation
EXPERIENCE	
Essential	Desirable
<ul style="list-style-type: none"> Considerable relevant experience working with vulnerable children and families who have complex needs, ideally within health, social services, education or third sector. Advocating on behalf of children and families. Experience organising, chairing and mediating inter-agency discussion. 	
KNOWLEDGE & UNDERSTANDING	
Essential	Desirable
<ul style="list-style-type: none"> The candidates should be able to demonstrate the following either through specific examples identified when making the application or at interview. 	
<ul style="list-style-type: none"> Comprehensive knowledge of the complex needs of vulnerable children and their families, and of the agencies and professionals involved in assessing and providing services for them. 	

<ul style="list-style-type: none"> • Knowledge in relation to the specific needs of children with disabilities and/or long term conditions and the impact this has on families is required. • Knowledge of the agencies and professionals involved in assessing and providing services for them. • Detailed knowledge of child protection legislation in Wales. • An understanding of the statutory duties and responsibilities associated with the health board, education and social services for children with additional needs. • Flexible attitude to the needs of the service, coupled with the ability to adapt approach within changing situations. • Willing to go the extra mile and volunteer to support children's centre events. 	
SKILLS & ATTRIBUTES	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent interpersonal skills and ability to communicate verbally and in writing. • Excellent organisational skills. • Passionate about improving services for families. • Proven ability to develop effective relationships and networks with children and their families. • Confidence in dealing with other professionals from different partner agencies and advocating on behalf of the child & family. • Ability to chair complex meetings and ensure fair and equitable participation of all participants. • Ability to write care plans and reports and facilitate the collection of data into a single report. 	<ul style="list-style-type: none"> • Ability to speak Welsh

<ul style="list-style-type: none"> • Ability to be aware of and to use appropriate non-verbal methods of communication to ensure the wishes and feelings of the child are taken into account at all times. • Evidence of appropriate professional development • Good I.T skills; Word, Excel, PowerPoint & Outlook • Ability to work in a non-judgemental, anti-discriminatory manner. 	
Other Requirements	
Essential	Desirable
<ul style="list-style-type: none"> • Flexible attitude to the needs of the service, coupled with the ability to adapt approach within changing situations. • Willing to go the extra mile and volunteer to support children centre events. • Ability to organise and motivate self and others • Ability to problem solve creatively • Ability to prioritise and manage own workload • To be prepared to work flexible hours to meet the needs of children and their families. • Ability to travel within various locations across Gwent • Commitment to team working and inter-agency collaboration. • Enhanced DBS check and children barred list check 	