



## Job Description

### Co-ordinator – temporary until 30<sup>th</sup> April 2020

- Location:** Hackney
- Hours:** 15 hours per week
- Grade:** Grade 3, pt 24 to 28 plus ILW
- Service:** Starlight WellFamily Service
- Reports to:** Starlight WellFamily Co-ordinator

### Context, Service Description and Role Function:

Our WellFamily model provides a “single door” early intervention to prevent issues from escalating, reducing demands on health and social care services. The model is holistic, strength based and identifies wider determinants of wellbeing including participation in community life, employment/training, accommodation and financial circumstances.

Starlight Children’s Ward at Homerton Hospital cares for children and young people up to the age of 16 with an illness or disability. Often, there is a very little support available for families during the period when children are diagnosed with an illness/diasability. Underlying social and practical issues often impact upon families’ abilities to manage childhood illnesses closer to home.

Our Starlight WellFamily Service will support families who need tailored information, advice and practical support, as well as short term emotional support to increase: levels of confidence and resilience; skills, activities and behaviours that support their child’s health as well as improve/protect their own physical and emotional wellbeing.

As Starlight WellFamily Co-ordinator, alongside directly delivering tailored information, advice practical and emotional support for between 6 and 8 sessions, to families with children who have an illness and/or disability, you will provide management lead for this small service, including line management and supervision of the Senior WellFamily Practitioner, strategic influence and partnerships, monitoring and reporting requirements in line with the service specification.

1. To directly deliver practical, emotional and financial support, for up to 8 sessions to service users who have been assessed and allocated to Family Action Starlight WellFamily, within 10 working days.
2. To collaborate with the health and social care leads and co-produce with service users, an agreed care plan identifying support that we will provide to address the social, emotional and financial issues identified and support a change in their behaviour in relation to managing childhood diagnosis and physical and mental health issues .
3. To oversee the day to day service management and administration of the Starlight WellFamily service, provide high level supervision for staff and carry out casework., Including provision of on call for all staff undertaking appointments; forging effective relationships with hospital key personnel, clinical leads, primary care teams the GP alliance, CCG and members of the steering committee and other statutory and third sector organisations.
4. To recruit, induct, monitor probationary periods, carry out probationary reports, support, supervise, produce robust timely supervision records, annually appraise, carry out quarterly appraisal reviews and exit interviews when required of staff, students and volunteers.
5. With the Hackney Services' Manager and Operational Manager effectively develop and maintain the vision and strategic management of the service and ensure that the service meets its key performance indicators and outcomes.
6. To undertake holistic assessments and co-design goal focused health and wellbeing plans with individual service users, identifying support needs to ensure maximum engagement in improving mental health and wellbeing, carrying out risk assessments (initiating appropriate action where indicated, including requests for mental health assessments and referrals to relevant secondary care services) reviews and completing high quality session recordings and closing statements. Supporting and inspiring the Senior Starlight WellFamily practitioner to undertake the same quality work, ensuring that safeguarding procedures are robustly followed.
7. Support hospital staff and other appropriate health and social care providers in making appropriate referrals , organising an effective referral pathway and ensuring that the referral targets are met by publicising and promoting the service .
8. To establish and maintain effective liaison with stakeholders including health, voluntary, statutory and education resources, attending relevant meetings where possible and as necessary, to ensure service users receive coordinated multi-disciplinary support. Contribute locally as well as regionally, to strategic planning discussions and ensure collaborative working with statutory and voluntary agencies and service providers to

ensure a high quality unified services. Ensure that service-users' views are heard and understood and inform and influence the development of local health, social care, education and voluntary services' provision and practice. Ensure an up to date list of resources is available.

9. Act as safeguarding lead for the Starlight WellFamily service and work according to Family Actions and City and Hackney's safeguarding policies and procedures, safeguarding Vulnerable adults and children in collaboration with statutory and voluntary agencies escalating cases when required.
10. To carry out case audits on a regular basis, complete audit reports and share information with the WellFamily worker/s and the Hackney services manager. To act in a timely manner with any audit findings and ensure high quality case management throughout service delivery , adhering to the robust case management requirements as outlined in the policy.
11. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare. Contribute to the health and safety plan and quarterly reviews, monitor absence and sickness.
12. To take part in Family Action's and other organisations' meetings and events to promote, support and celebrate the work of the service and the agencies.
13. To undertake regular Child Protection, Adult Safeguarding and other trainings as deemed necessary for the role, ensuring that team members are also fully trained in all safeguarding aspects, identify and monitor training needs , keep a log of staff trainings and outcomes . Cascade trainings to the team and Primary care teams when required.
14. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
15. To comply with Family Action's Health and Safety Policy, GDPR Policy and to protect the health, safety and welfare of yourself and others.
16. To uphold and demonstrate in practice the principles of inclusion and equal opportunities in all aspects of the role, collating detailed demographics reflecting the diversity in City and Hackney. Provide a service that is comprehensive and accessible to a broad range of patients who have common mental health problems and includes and evidences impact across the family system .

17. To lead the planning, monitoring and reviewing of the development of the service in line with identified priorities , objectives and outcomes, as well as ensure that outcomes tools , such as CORE10,PHQ9 , GAD7 , Recovery star, outcomes framework and any other tools are used and service user questionnaires , compliments ( and complaints) data is recorded and shared with external evaluators , commissioners and the business development team and other agencies where this is in the interest of the service development and retention.
18. To be able to challenge provision, practice or performance issues, have difficult conversations resolve conflict, liaise with HR, manage action plans and make difficult or unpopular decisions when necessary. Produce performance management reports and share concerns with the Hackney services manager quickly and effectively.
19. To pro-actively link service users with community resources and organizations, actively promote their access which would increase support available to service users (and reduce inappropriate use of urgent care systems and reduce unnecessary hospital admission .
20. To manage the financial budget, keeping up-to-date financial records and plan resources for services accordingly, including researching funding possibilities for further development of the service and publicising the service widely.
21. Take responsibility for personal development and actively participate in team, clinical and working group meetings, and Family Action's supervision and appraisal processes. Be responsive to critical challenge, advice, feedback and direction as part of a process of continuous improvement and clinical supervision
22. To be self-administering and keep records of your work and adhere to confidentiality, information sharing protocols and provide monitoring information as required.
23. To work flexibly, early mornings, evenings and weekends as may be required by the needs of the service and carry out any other reasonable duties as required.
24. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our service

## Person Specification

### Senior WellFamily Practitioner – temporary until 31<sup>st</sup> March 2020

#### **Education, qualifications and background:**

1. Educated to level three or above with a recognised professional qualification in social work, counselling, psychotherapy , systemic family therapy , health, education or equivalent, and evidence of a commitment to continuing learning and professional development.
2. Proven experience of carrying out comprehensive holistic children and young people focused assessments, risk assessments, completing high quality session recordings, reviews, closing statements, using databases. Offering goal focused health and wellbeing plans, emotional and practical support on a wide range of bio-pyscho-social issues, leading to positive outcomes for service users.
3. Proven experience of excellent management and supervision skills and leading a team to provide and deliver a high quality service. Demonstrate experience of regular supervision of staff, volunteers and/or students providing effective leadership, managing conflict, performance issues and using negotiation skills to deal with challenging situations where necessary.
4. Proven experience of working confidently and proactively, with minimal direct supervision, and retaining organizational identity when working autonomously or as part of a multi-disciplinary team of different providers.
5. An understanding of the causes and impact of social, emotional, financial, and relational issues upon individuals and their communities, including hospital and urgent care services.
6. Excellent consultation, communication and inter/intrapersonal skills, and extensive experience of providing time-limited, empowering and effective support to adults and families in a planned and structured way to improve overall well-being outcomes.

7. Significant experience of delivering evidence based, solution focussed interventions, systemic children, young people and family focused interventions. and practical support on a range of issues such as housing, debt and welfare benefits. Direct experience of delivering Family Action's Primary Care based WellFamily model or hospital based model would be useful .
8. Experience of working in collaboration with service users and other professionals to create qualitative and effective care plans, risk assessments and discharge plans.
9. Experience of working within a hospital setting, with understanding of demands faced by urgent care services, along with ability to forge good working relationships within complex and diverse systems would be an advantage.
10. A proven experience of working with a diverse range of service users, with a multiplicity of need and vulnerability and higher thresholds of mental health concerns.
11. Proven ability to provide training and support to a range of professionals and strong knowledge of the connection between health and social care.
12. Ability to identify and explore funding opportunities and other sources of support to retain and further develop and grow the service/s.

**Abilities and skills:**

13. Ability to speak a second language would be an advantage.
14. A qualification or experience of working systemically and using systems thinking would be desirable .
15. Excellent knowledge of the City & Hackney area and community resources. Proven skills in collating information and data on community resources and organising these in up-to-date and accessible formats for a range of different service users from various communities.
16. Ability to work within a wider team and foster good working relationships.

17. Excellent record keeping skills and the proven ability to write comprehensive reports for a variety of stakeholders.
18. Excellent IT skills and ability to do own administration using data base, PowerPoint and other IT packages.
19. A confident and professional approach to working with a variety of stakeholders. Confident in presenting to a range of audiences .
20. A proven knowledge and understanding of pan-London Child Protection procedures and Working Together to Safeguard Children and vulnerable adults, as well as ability to work in accordance with local and organisational Child protection and Safeguarding policies and procedures, demonstrating the ability to risk manage complex cases.
21. The ability to work autonomously and have excellent time management skills to self-motivate, plan, prioritise work under pressure and tight deadlines, as well as adapt to new models of working if necessary.
22. A proven ability to work flexibly, undertaking early evening hours as required by the service.
23. Ability to use outcome measures, evaluate and monitor evidence based practice and share the data with external evaluator's and stakeholders.
24. Ability to identify and explore funding opportunities and other sources of support to retain and further develop and grow the service/s.
25. Excellent time management skills with the ability to prioritise workload, self-motivate and work to tight deadlines and under pressure on own initiative, also the ability to delegate and to lead the team to do the same achieving high quality work, meeting the objectives, targets and outcomes in a possibly changing environment.
26. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our services

