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| Job Title: | MDT Co-ordinator- DGS |
| Reports to (job title): | MDT Care Co-ordinator INT Clinical Lead |
| Line Manager to: | NA |
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## Job purpose

This is an established but evolving role for HCRG care group and post holders will need to demonstrate flexibility and adaptability to working in a dynamic environment that is developing into Integrated Neighbourhood Teams. The main purpose will be:

To liaise and work with the Dartford, Gravesham & Swanley (DGS) Partners and Kent Social Services, acting as a conduit for information sharingand communication between Providers, GPs, Practices, Social Care Teams, KCC & HCP Commissioners and patients to support the intentions of both the ICB and local partners developing Integrated Neighbourhood Teams (INTs).

To provide support to GPs and Multidisciplinary Teams (MDTs) by collating service user/patient information from across health and social care to inform integrated care coordination.

To work with MDTs to utilise risk stratification tools and support the identification of opportunities for preventative and self-management support to patients thereby reducing unnecessary hospital attendance.

To support the development of care management plans and to ensure that these are maintained and updated, working with members of the MDT to facilitate this.

To work with MDTs to support people to remain safely in their home and maximise their independence and physical, emotional, and social well-being and provide parity of esteem.

To signpost patients and their carers to maximise self-care and reablement utilising the wide resources of the voluntary sector to support this.

To support the continued development of Integrated Health and Social Care Teams in the form of Integrated Neighbourhood Teams (INT’s) providing a co-ordinated response to referrals from GPs, and other Health & Social Care Teams.

To embody and promote the ESTHER Philosophy of Care with 5 levels of continuous quality improvement as the tool for MDTs in DGS.

To become ESTHER Ambassadors.

To take on responsibility for arranging quarterly ESTHER cafes for their MDT and wider community

Base

The base for this post will be at Gravesham Community Hospital but you may be required to travel to other localities within the business unit. You must be able to drive and hold a full UK driving license. There is also the flexibility to work from home if required at your managers discretion.

## Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

* To attend GP practice risk profiling MDT meetings on a regular and consistent basis (on dates and times to be agreed with the practice MDT). To be responsible for the advance planning of each Practice MDT meeting in coordination with the lead GP.
* To provide support to GP practice MDTs through assessment and information finding and facilitating the co-ordination of an individual’s care. The GP will sign off all care plans.
* To take Health and Social Care referral information according to required standards which may involve carrying out telephone contact and face to face assessments and receiving referrals from other agencies and professionals on a daily basis.
* Develop and maintain effective working relationships with GP practices and their MDTs, and other agencies to ensure that service users receive a consistent, integrated response to all contacts/referrals.
* To act as case manager for patients on the non-weight-bearing pathway.
* To reduce admissions to care homes by supporting carers to access services early enough to prevent carer breakdown.
* To reduce referrals to social care by ensuring service users have information on how to access appropriate public or voluntary sector services.
* To offer advice and guidance to service users as appropriate including information, advice, guidance and signposting to the voluntary sector.
* MDT coordinators should ensure that all new contacts received are recorded through the HCRG care group Care Co-ordination Centre.
* To contribute to the monitoring and evaluation of the service.
* To use HCRG care group IT systems and health databases to search and view service user/patient information. To input data as necessary relating to referral, assessment and outcomes when appropriate ensuring all clients recorded information is accurate, up to date and factual.
* To work in close collaboration with Community Services, supporting the management of patients with long term conditions, preventing unplanned hospital admissions.
* To provide a single point of contact for GPs (within clusters) to support them with investigating service user/patient case history to improve co-ordination of care.
* To attend GP cluster multi-disciplinary team meetings in relation to current client caseloads and facilitate Risk Stratification meetings by planning and co-ordinating.
* To provide support to practice linked multi-disciplinary teams through assessment and information finding and facilitating the co-ordination of an individual’s care.
* Develop and maintain effective working relationships with integrated long term and practice linked teams, GP practices and other agencies to ensure that service users receive a consistent, integrated response to all contacts/referrals.
* Demonstrate an ability to undertake duties in an autonomous manner with advice from the professional and service lead as appropriate. To work with others in determining the most appropriate response to individual clients in a crisis situation and in arranging and coordinating that response.
* To develop an understanding and awareness of all the resources available, both public and independent to meet the needs of people in the community.
* To understand and follow procedures and policies on information governance, with strict adherence to protocols regarding the sharing of personal and confidential information between different organisations and individuals.
* Identify and process any safeguarding and quality of care issues and refer onwards to ensure that clients’ welfare is protected.
* To co-ordinate a short-term caseload and to act as a Key Worker on an interim basis, predominantly in the early stages of health and social care interventions.
* To participate in the induction and training of new members of staff and to contribute to the multi-disciplinary team development.
* Assist in the on-going development and evaluation of the Single Point of Access model and INTs to meet the needs of the service and the requirements of the ICB.
* Apply Service and Organisational policies and procedures as defined to ensure consistency, fairness, transparency and quality of service.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](file://am-dar-fs01.assuramedical.local/Group/Medical_Services_HR/RECRUITMENT%20-%20NEW/Vacancies%20&%20Advertising/834-862-T3%20-%20Admin%20Receptionist/records%20management%20nhs%20code%20of%20practice) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](http://systems.hscic.gov.uk/infogov/codes/cop/code.pdf) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities 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 environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

**Qualifications/ Competencies:**

* NVQ 3 or above level of edcuation and/or first level professional qualification.
* Relevant experience

**Experience:**

* Experience of working within a social care and/or health setting, working with multi-disciplinary teams
* Experience of working with the public
* Experience of working in a multi-agency environment/partnership

**Knowledge:**

* Knowledge of health and social care terminology, and health and social care pathways.
* Awareness of relevant Health and Social Care legislation and a developed knowledge of crisis intervention
* Awareness of the local resources available in the community to include a comprehensive knowledge of the Voluntary Sector.
* Knowledge of the safeguarding interventions
* Knowledge of Self-Directed Support/Personalisation
* Awareness of the Mental Capacity Act
* Awareness of data protection and confidentiality issues.
* Awareness of legislation relating to Equal Opportunities and KCC and NHS equality and diversity policies, procedures and legislation.
* Knowledge of assessment processes

**Skills & Abilities:**

* Excellent communication skills to communicate effectively with customers, patients and carers, specialist services, GPs and colleagues
* Ability to prioritise workload
* Proven interpersonal skills
* Able to demonstrate good coordination skills
* Able to work effectively under own initiative and as part of a team
* Excellent planning and organisational skills
* Computer literate- ability to use multiple databases, all Microsoft Office applications and Advanced Community CIS.
* Ability to work in a demanding and pressured environment
* The ability to assimilate and retain detailed knowledge of legislation and organisational policies and procedures.

**Other requirements:**

* Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day in accordance with the needs of the job
* Evidence of continued professional development
* Flexible and adaptable ‘can do’ approach
* Willing to continue personal development
* Professional approach to work
* Self-confident
* Able to focus on end results and achieving outcomes

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| Employee signature |
| Manager signature |