

Job Title:	Family Nurse Partnership (FNP) Supervisor
Reports to (job title):	Head of Operations CYP
Line Manager to:	Family Nurses

Job purpose

The Family Nurse Partnership (FNP) is a national evidence-based early intervention programme. The aim of the programme is to improve the antenatal health, child health and development outcomes along with improvements to parents' economic self-sufficiency in disadvantaged young families.

The post holder is responsible for leading and managing the work of the family nurses and Quality Support Officer. This includes providing in-depth clinical and safeguarding supervision to the family nurses, maintaining the integrity of the programme, taking responsibility for the quality of programme replication according to the licence, overseeing recruitment and engagement of hard to reach families, building local stakeholder relationships and facilitating continual learning and service improvement. In addition, they will also hold a small caseload of families to whom they deliver the programme.

This is a demanding role combining clinical practice with a team leader and supervisory role, which requires a diverse set of skills and attributes as well as commitment to the ethos and principles of the Family Nurse Partnership (FNP) programme.

Base

Wiltshire hub base to be agreed. Role has opportunities for hybrid working.

This post is responsible for:

- Managing a team of family nurses (FNs) and the site Quality Support Officer.
- Taking responsibility for programme quality and adherence to the FNP licensing conditions.
- For facilitating continual learning and service improvement, planning for and ensuring a local learning programme for each FN, to meet their own identified learning needs and to facilitate the team-based elements of the FNP learning programme.
- Using programme materials and methods in the clients' homes in order to achieve the following: a) improve the outcomes of pregnancy; b) improve children's health and development by enabling parents to provide more sensitive, responsive and competent care of them; and c) improve parental life-course by helping parents plan future pregnancies, complete their education, and find work.
- Providing regular in-depth individual reflective and analytical supervision for the family nurses to ensure high standards of practice and safe delivery of the programme.
- Supporting a robust local system for supporting safeguarding within FNP with the safeguarding named nurses and the FNP lead, taking responsibility for safeguarding supervision of family nurses in partnership with named nurse/safeguarding team.
- Working with others to ensure engagement of local stakeholders and to ensure an effective pathway for identification of eligible pregnant young women who can be offered the programme.
- Building local relationships with health, social care, community and children's and young people's services to promote understanding of FNP and to mobilise resources for FNP clients.
- Oversee and manage the recruitment and engagement of eligible hard to reach pregnant young women.
- Working with the FNP leads to ensure that local systems adjust to accommodate FNP and to build sustainability plans and capacities for the programme.

Key responsibilities

The FNP Supervisor will:

- Undertake home visits in accordance with FNP model.
- Use high level interpersonal and communication skills to provide and receive complex and often highly sensitive information. Use strengths based, solution focused strategies and motivational interviewing skills to enable families to develop behaviour change strategies.
- Utilise specialist knowledge acquired through the FNP learning programme, events and other study, together with reflections on experience, to deliver the FNP programme effectively.
- Work effectively in potentially highly distressing or highly emotional circumstances, e.g. safeguarding children or family breakdown.
- Develop therapeutic relationships, requiring in-depth mental attention and concentration for extended periods, and promote adaptive behaviour change in the family home and other environments.
- Use the six FNP domains as a framework for programme delivery.
- Use professional and clinical judgement to undertake detailed assessments of clients and their families and analyse complex family situations in order to develop appropriate clinical interventions.
- Actively engage and work with fathers and other members of the extended family to achieve positive outcomes for children.
- Apply knowledge and skills to a range of clinical and family situations.
- Work within the FNP model to initiate, plan and co-ordinate clients' care in consultation and collaboration with other professionals and agencies involved in providing services to women and their families. This includes initiating Family Help assessments and taking lead professional role where required.
- At all times keep the safety of the baby and the young person in mind, and work within local safeguarding policies as appropriate.
- Act on own interpretation of assessed clinical situation within the home setting. Able to refer client onto other specialist services as required on own authority.
- Contribute to the delivery of the Healthy Child Programme (HCP), including professional assessments of children's growth, development and language skills.
- Positively and effectively represent the vision and principles of the FNP programme in actions and communications to internal and external clients, stakeholders and services.
- Engage with key stakeholders such as commissioners, councillors or other influencers to demonstrate the impact of the service and to ensure that its outcomes align with local priorities.
- Manage own workload by working independently.
- Act on own interpretation of assessed clinical situation within the home setting. Able to refer client onto other specialist services as required on own authority.
- Visit clients over a wide geographical area and within flexible working hours.
- Propose changes to working practices or procedures for own work area as role evolves.
- Complete full, accurate and contemporaneous records.
- Create regular reports on local site replication performance for the programme.

- Analyse reports on data for service development and develop quality improvement measures to assure data quality, completeness and accuracy, as well as improvements in programme delivery.
- Develop systems for user involvement and support clients to offer feedback on the service received, integrating this into local or national improvement measures.
- Develop local procedures for FNP, taking into account FNP National guidance.
- Be aware of, inform and abide by all HCRG Care Group's approved policies, standards and quality assurance initiatives. Team Leadership and Supervision.
- Develop a culture of trust, support and growth reflecting FNP principles and ethos.
- Receive information on eligible prospective clients, assign client caseload and monitor the family nurses' workload.
- Promote the integration of theories, principles and methods integral to the programme into family nurses' practice and support them to analyse complex problems and case situations, agreeing plans as required.
- Manage organisational structures and processes within organisational requirements so that family nurses are able to stay focused on clients, infants and families.
- Provide weekly, individual clinical and safeguarding supervision for family nurses.
- Give in depth attention to family nurses in supervision where they may be emotionally challenged and distressed by their work with families.
- Facilitate two weekly case review meetings; ensure good use of the psychological consultancy to the team and inviting local experts to contribute when necessary.
- Monitor the delivery of individualised client care across the six domains of the programme through joint visits with family nurses.
- Prioritise work and manage time effectively utilising skills, knowledge and competencies.
- Provide guidance on the interpretation of principles and policies to family nurses and Quality Support Officer.
- Line manages the family nurses, ensuring initial learning self-assessments are undertaken, individual development programmes are in place, FNP competencies are assessed and developed, and appropriate training is undertaken to enable full delivery of the FNP programme.
- Assess family nurses' performance and intervene as necessary to support development of full nurse competence working within organisational guidance.
- Provide constructive feedback to family nurses and Quality Support Officer using advanced communication skills to address performance issues
- Create a learning environment within which the team can develop clinical skills and strategies. This will include experiential and active learning methods.
- Monitor, analyse and interpret site and individual nurse fidelity reports and develop strategies to promote fidelity with programme goals.
- Continually review and monitor risks within the programme, identify learning and take action as needed.
- Ensure that the team collects timely, complete and accurate data to monitor programme fidelity.

- Interpret FNP data and produce reports and presentations for the FNP Advisory Board, managers and safeguarding meetings as required.
- Manage a delegated budget within organisational policy.
- Ensure that all team members complete full accurate and contemporaneous records.
- Support the team Quality Support Officer's performance to ensure that an efficient office, which supports the nurses' clinical practice, is developed and maintained working closely with the business support lead.
- Assess own learning needs and develop strategies to meet them.
- Actively engage in building skills and knowledge to meet all family nurse and supervisor competency requirements.
- Successfully complete all the training required to deliver the FNP programme.
- Through appraisal and personal development planning identify own personal training needs to meet both professional and organisational objectives.
- Undertake additional professional development as required.
- Meet with clinical supervisor and utilise reflective practice to improve own performance.
- Undertake regular joint home visits with peer supervisor.
- Keep her/himself informed of current child health and parenting developments to provide high quality home visiting services.
- Keep her/himself informed of new policy/managerial/supervisory developments to provide high quality leadership of the team.
- Keep her/himself informed of new developments within FNP and utilise FNP site guidance as it is produced.
- Establish clear lines of communication between all members of multi-agency and professional primary care teams, working collaboratively with all relevant agencies.
- To express ideas clearly through oral, written and electronic communication.
- To vary the style and level with individuals, families and carers, in order to facilitate varying levels of understanding.
- Work collaboratively with the FNP provider and commissioner lead to convene regular FNP advisory board meetings.
- To contribute to the local annual FNP review and reporting process using data, client involvement and case studies effectively.
- Take responsibility for providing evidence for meeting FNP clinical and supervision role competencies, as assessed by line manager.
- Participate in and lead individual clinical and safeguarding supervision and preceptorship, mentorship and clinical supervision with the team.

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 are only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • 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 2018 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 , NHS Constitution and HSCIC Code of Practice on Confidential Information 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

- Nursing or midwifery qualifications and registered with the NMC
- Degree level or equivalent professional qualification
- Masters level education
- Highly developed communication skills
- Understand the difference between advice giving and motivational approaches and have some knowledge of the research base of FNP
- Have knowledge of Parent/infant mental health
- Have experience of delivering supervision and different supervision models and team effectiveness strategies
- Have experience leading and managing a team/others
- Have at least 2 years' experience of working with families in deprived communities and at least 2 years' experience of midwifery, child health, public health, home visiting
- Have a developed understanding of National and local safeguarding policies, The Children Act and Assessment Framework, Working Together to Safeguard Children and recommendations of recent child protection reviews
- Able to support others to work within safeguarding policies and procedures
- Have a developed understanding of the principles of clinical governance
- Able to manage strong emotions, sensitive issues and undertake courageous conversations
- Able to develop supportive, trusting and respectful relationships
- Able to challenge colleagues' views and attitudes when necessary
- Able to sensitively provide anticipatory guidance to parents and have experience of motivational Interviewing
- Able to manage exposure to distressing life events and stressful complex partnerships
- Highly reflective and able to learn from experiences
- Able to assess a situation, set priorities and problem solve quickly and effectively
- Able to communicate clearly and succinctly both verbally and in writing

Job Description

- Exceptional communication, facilitative and motivating skills
- Able to work effectively with diverse groups
- Able to promote the programme to local communities, colleagues, commissioners and service providers
- Competent computer skills to create reports, use email, read excel spreadsheets etc.
- Able to analyse numerical data
- Able to travel Independently across Wiltshire and B&NES, Swindon and Wiltshire as required

Desirable

- Knowledge of Attachment theory, Self-efficacy theory, Human ecology theory and Behavioural change theory
- Experience of project management
- Experience of working with young people
- Experience of counselling

Employee signature

Manager signature
