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| Job details | |
| Job title: | Additional Needs Early Intervention Coordinator (South Essex) |
| Reports to: | Healthy Family Team Leader |

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| Role purpose |
| Additional developmental needs identified through health needs assessments require early intervention through a systematic streamlined approach of universal and supporting services.  Children and Young People with additional developmental needs and their parents or carers need to be fully involved in decisions about their support and what they want to achieve. Importantly, children and young people need to have the best start in life, identifying their aspirations and to be supported to have the best possible outcome into adulthood.  The purpose of the Early Intervention Coordinator is fourfold:  1. To provide a high quality and responsive service for children and their families who require additional support, and to support onward referrals to outside agencies and services.  2. To develop a pathway that supports a coordinated early intervention approach to managing and supporting children with additional needs and their families.  3. To ensure early intervention support has been implemented for those children identified as requiring additional support to maximise their potential of reaching a good level of development.  4. To work as part of the wider 0-19 Team, and adopt an agile and visible approach, within the South Essex quadrant. |
| Key responsibilities: |
| This list summarises the key responsibilities and is not intended to cover every task that may be required of the role:  The post holder will work under the direction of the Team Leader to:   1. Be the single point of access for families on the additional need’s caseload. 2. Provide parents/carers with information about what support is available, and signpost where required in partnership with the family and via caseload holders. 3. Hold responsibility for addressing enquiries including complaints and compliments. 4. Work with families to support them to understand their child’s needs and how to access early support. 5. Provide support and early intervention and signpost as appropriate to ensure children have the best start in life in being prepared for school. 6. Adopt a person-centred approach to support and care coordination when working with children and their families. 7. Treat all children and their families with dignity, compassion, and respect with awareness of diversity. 8. Navigate families along their pathway journey, both within ECFWS and with external partners. 9. Be the key link for children, to ensure that consistency of support and information is embedded across the wider system. 10. Optimise family wellbeing by being an advocate and developing positive relationships and trust with children and their families. 11. Be aware of safeguarding protocols and respond to the identification of those whose welfare may be at risk, and to ensure safeguarding concerns are raised in a timely manner. 12. Work with the caseload holder to undertake a review of identified needs using a health needs assessment tool and identified care plan and update where required. 13. Deliver targeted interventions and contribute to the delivery of our required outcomes to ensure delivery of the commissioned service specification. 14. Ensure that Tier 1 intervention has been provided in collaboration with the referrer and identify and agree the most appropriate Tier 1 intervention if this has not happened. 15. Respond in a timely manner to any enquiries, and information requests by families or professionals, through a single point of access. 16. Strengthen cooperation and information-sharing between multiple agencies, and work in partnership to include statutory voluntary services if required. 17. Be an active member of the ECFWS SEND Steering Group, to enable dissemination of information and sharing of learning. 18. Ensure, where required that appropriate and accurate referrals have been made to specialist services, and ensure that these have been processed in a timely manner within the wider system. 19. Follow up DNAs and identify and investigate barriers to accessing services. 20. Liaise with caseload holders for cases identified as requiring a systems approach and coordinate a Team around the Family (TAF) meeting to assist in the development of an early help plan and information gathering from other partners. 21. Support the extraction and reporting of qualitative and quantitative and develop an evaluation framework to measure impact and how parents feedback their experience of the service provided. 22. Support the audit process of waiting times within the South Essex targeted additional needs support group. 23. Work within all ECFWS Standard Operating Procedures and pathways. 24. Maintain an excellent standard of record keeping. |

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| Person specification | |
| Essential | **Desirable** |
| Hold a minimum Level 3 NVQ certificate relating to Health and Social Care  Awareness of factors impacting on and issues facing vulnerable children and young people and families (e.g., disadvantage, poverty, disability).  Awareness of children’s need to feel safe.  Experience of supporting/working with families and children with additional needs.  Excellent verbal, written and interpersonal skills with the ability to communicate in plain language at all levels both within and outside the organisation.  Ability to prioritise workload and liaise with caseload loader and be part of a multi-disciplinary healthy family team.  Ability to develop and maintain good working relationships with partner agencies, colleagues, external bodies and service users and evidence of effective multi-disciplinary team working.  Knowledge of national and local policy in Children’s Services and Public Health.  Understanding/awareness of early child development and additional needs/disabilities.  Able to demonstrate a commitment and ability to promote and safeguard the welfare of children and young people with the skills to build professional boundaries and appropriate relationships with children and their families.  Ability to maintain clear boundaries and working relationships.  Evidence of Continuing Professional Development.  Hold a full driving licence. | Experience of preparing correspondence, reports and other documentation using Word, Excel, and other PC based systems.  Ability to measure and evidence outcomes.  Knowledge of local SEND pathways.  Local knowledge of health, social and voluntary partners.  Ability to demonstrated coordination of pathways of care |

**About us**

We’ve been part of the NHS since 2006. We partner with the NHS and with local authorities to provide high quality care and transform services to be sustainable for the future. We see more than a million people each year in community and primary care, social care and referral services across England.

* We’re part of the Virgin Family, a worldwide family business spanning the globe which has invested more than £60m of its own money into our partnerships with the NHS
* Our shareholders have committed to re-investing any profits back into our partnerships with the NHS, including through a £100,000 a year innovation fund you can use to make a difference in your service.
* We’re highly rated by the CQC. 97% of our services[[1]](#footnote-1) are rated good or outstanding by the CQC and we’re inspected more often – more than 80 times a year since 2013.
* We are one of just 22 organisations with a Government-backed quality award for our learning and development programmes run through our in-house development company, The Learning Enterprise.

**Our values**

* **We think** - Challenging ourselves and others on what we do, how we do it, fostering a culture of improvement.
* **We care** - putting people over process, treating service users like our own family, understanding and walking in the shoes of others.
* **We do** – cutting through bureaucracy and getting stuff done – holding ourselves and others to account for high standards and not just talking about change but delivering it.

**Confidentiality and Information Security**

As a Virgin Care 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 UK Data Protection laws 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](https://www.gov.uk/government/publications/records-management-code-of-practice-for-health-and-social-care), [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [NHS Digital's Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/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**

As a Virgin Care employee 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
* Adherence to the clear desk/screen policy
* Only using email accounts authorised by Virgin Care – eg @virgincare.co.uk, NHSmail etc. These should be used in accordance with the Sending and Transferring Information Securely Procedures and IT and Electronic Communications guidance
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person eg line manager, Head of Information Governance, Information Security Lead within and no later than 72 hours after identifying the incident
* Only using approved equipment for the use of Virgin Care 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 Virgin Care 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**

Virgin Care is firmly committed to reducing Healthcare-Associated Infections. All colleagues are responsible for protecting themselves and others against infection risks, and ensuring a clean safe environment is maintained.  All colleagues, regardless of whether clinical or not, are expected to comply with current Virgin Care infection prevention and control policies including Hand Hygiene and Maintenance of a Clean Environment. These policies must be followed to ensure patients are cared for in a clean environment and receive the highest standards of clinical care.

Colleagues must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) and Virgin Care policies and guidelines to ensure that we maintain a safe environment and safe working practices to protect service users, other colleagues and visitors.  It is essential to observe strict fire and security precautions at all times.  Ensure you know the fire procedures in your workplace; never obstruct fire exit routes or prop open fire doors. Always keep premises secure and check the identification of visitors or unknown persons in the workplace.

All staff have a responsibility to access Occupational Health, other staff support services and/or any relevant others in times of need for advice and support.

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**

Virgin Care is committed to safeguarding, protecting and promoting the welfare of children and adults at risk of harm. We expect all employees to share this commitment by working to relevant safeguarding legislation, multi-agency procedures and Virgin Care policies and guidance which promote safeguarding and safer working practices across our services.

As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks.   All colleagues working directly with people using our services will support them to participate in decision making in accordance with the Mental Capacity Amendment Act 2019.

**Medicines Optimisation Responsibility**

All health care professional colleagues who are registered with a regulatory body, must comply with their regulatory body, including standards of professional practice / and conduct.  It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

Nursing or registered healthcare professionals

All staff are responsible for undertaking all aspects of medicines optimisation related activities in accordance with the company’s medicines policies and procedures to ensure the safe, legal and appropriate use of medicines. All staff are responsible for maintaining their competencies in order to undertake the medicines optimisation activities.

Skilled non-registered staff

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

**Policies & Procedures**

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

**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.

As a Disability Confident Committed company, we work in partnership with the Department of Work and Pensions (DWP) to provide facilities, work environment adjustments and technical solutions to make our business an inclusive place for all.  To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

1. As at September 2020 [↑](#footnote-ref-1)