

Job Description Agenda for Change (A4C)

Job Title:	Healthy Family Team Leader
Reports to (job title):	Quadrant Manager
Grade:	Band 7
Service:	Essex Child and Family Wellbeing Service
Line Manager to:	Healthy Family Team

Job Purpose:

To provide overall operational management and strategic leadership of the integrated care services within the nominated teams for the Essex Child and Family Wellbeing Service (Pre-birth to 19).

To be a member of the nominated quadrant Child and Family Wellbeing Service leadership team and ensure information flows to and from the quadrant leadership team meeting and quadrant the care quality and safety team meeting.

To ensure the development and effectiveness of their specific multi-disciplinary integrated care teams.

The post holder will have the specific responsibility to ensure integration across services meeting the needs of the local patient population.

Where relevant the post holder will act as a specialist resource across the service, working in collaboration with managers and clinicians of all disciplines, providing expert advice to ensure effective delivery of the integrated service in accordance with the commissioned service specification.

The post holder will work with the quadrant manager to ensure effective integration and support to deliver high quality and effective care.

The post holder will be responsible for managing a delegated team of staff.

The post holder will be responsible for the attainment of all service targets by their team, and may also potentially hold additional portfolio responsibilities as directed by the quadrant manager.

Key Responsibilities

- To support integration across services and the development of skills and competencies within multi-disciplinary integrated teams
- Where appropriate manage a caseload
- To develop effective working relationships with the main sub-contractors Barnardo's and to include the wider community including Education, GPs and other health, social care and voluntary sector professionals operating within the area supported by the local integrated care team

- To work autonomously to make decisions on the management of the highest complexity of need and to identify and manage clinical risks appropriately
- To provide plans of care/treatment and to monitor effectiveness, and ensure team members are also practising in this manner
- To review care/treatment plans for accuracy and audit quality for self and team
- To maintain up to date records and information on effectiveness and outcomes of the team
- To take responsibility for the enabling through leadership, and the reporting of relevant contractual requirements, internal and external KPI's and to raise and act on non-compliance as appropriate
- To participate in continued maintenance of high standards of clinical/care practice within teams
- To input and participate in the complaints process as required - investigating complaints, incidents and serious events, endeavouring to resolve informal issues promptly. This is likely to involve direct communication with distressed families and require advanced negotiation and diplomacy skills.
- To provide education, advice and support to staff, patients/carers families
- To participate in networking with all other relevant agencies to enable a seamless pathway of care.
- To undertake I PDP/appraisal of staff as appropriate, ensuring SMART objectives are written and achieved.
- To support the quadrant manager to ensure that the organisation meets its statutory duties and responsibilities and the obligations placed by external regulators and inspectors e.g. Ofsted and / or CQC.
- To ensure effective mechanisms for involving professional staff and incorporating professional advice and supervision in the management process.
- To assist the quadrant manager in delivering integrated children and young people-centred services that demonstrate best possible outcomes (clinical / non-clinical) and high levels of user satisfaction (including family).
- To develop close working relationships with schools and local health and social care providers to provide integrated service delivery.
- To work closely with communities in the neighbourhood, including third sector and voluntary organisations to ensure that service delivery is aligned.
- To support business / service growth, improvement and development in services aligned to your area of responsibility.
- To ensure that the quadrant manager is regularly advised of key risks for the services

and mitigating actions to address these risks.

- To positively represent Virgin Care Services Limited at meetings and conferences including giving presentations and talks to support and promote service development and delivery against the contract's measured outcomes.
- To ensure achievement of Virgin Care's corporate objectives, examples include; Have Your Say (bi-annual staff surveys), Mandatory Training, Internal Service Reviews (bi-annual internal CQC / Ofsted self-inspections) etc.

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. At Virgin Care, 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. They're our moral compass and define the way we *Think*, *Care* and *Do* our bit.

1. **Strive for Better – Think**
 - Challenge
 - Improve
 - Learn
2. **Heartfelt Service - Care**
 - Inspire
 - Understand
 - Communicate
3. **Team Spirit - Do**
 - Accountability
 - Involve
 - Resilience

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 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](#), [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

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 – e.g. @virgincare.co.uk, NHSmail etc. 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
- 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

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. Staffs 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 have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

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 as an employer is committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment by working to relevant safeguarding legislation, multi-agency policies and procedures and Virgin Care policies and guidance. All colleagues working directly with people using our services will support them to participate in decision making in accordance with the Mental Capacity Act 2005.

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 & Procedures

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

General

Virgin Care is 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, 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.

PERSON SPECIFICATION

Essential	Desirable
Education/Qualifications <ul style="list-style-type: none"> Educated to degree level or relevant experience Membership of a relevant professional body Evidence of continuous professional and clinical development Skills/Abilities <ul style="list-style-type: none"> Ability to manage a multi-disciplinary team, delivering against contractual and internal KPIs High level of interpersonal and communication and motivational skills Ability to work autonomously but recognising the philosophy of effective integrated working Ability to use Word, Power Point, Email, Excel (or similar spread sheet or database package) and SystemOne Motivate and enthuse others to change by developing clinical practice Effective presentation skills Excellent written and verbal skills Excellent organisational skills High level of clinical and technical skills in subject area Manage complex care / interventions Apply theory to practice Experience <ul style="list-style-type: none"> Demonstrable experience of managing teams Demonstrable experience of managing change 	<ul style="list-style-type: none"> Prince 2 or equivalent experience in project management Teaching or mentorship qualification Higher clinical or academic qualification (or working towards) in relevant subject matter or equivalent experience

- Experience of developing effective relationships and networks across health, social care and the voluntary and community sector
- Experience of identifying, addressing and resolving areas of poor staff or service performance
- Knowledge of all influencing standards
- Caseload management
- Assess, plan, implement and evaluate care
- Team working
- Clinical / professional supervision
- Managing people; resources; change
- Research based practice

Other requirements: -

- Car owner/access to a car

Core Competency Framework

Band 7

Practitioners and staff at Band 7 have a critical awareness of knowledge issues in the field and at the interface between different fields.

They are innovative and have a responsibility for developing and changing practice/services in a complex and unpredictable environment.

They are experienced professionals who have developed their skills and theoretical knowledge to a very high standard.

They perform a highly complex role and have management responsibilities for a work area.

Virgin Care aims to deliver high quality, professional and customer focused services. To ensure that this objective is met, it is expected that all employees carry out their roles in a courteous, compassionate and responsive manner and by the standard of their own appearance and behavior act as an ambassador for the organisation within their interactions with all our customers.

Employees are contractually obliged to undertake mandatory training in line with the organisations' agreed Mandatory Training Matrix and must ensure that the required learning is complete and refresh this learning within the timescales set out. Should staff consider they need further support to maintain the level of competence set out in this framework they have a personal responsibility to raise this with their Line Manager.

Required competencies:

Assessment

- Able to gather appropriate information.
- Able to select and use appropriate assessment techniques.
- Able to analyze and critically evaluate the information collected.

Formulation and delivery of treatment and / or action plans and strategies

- Able to use research, reasoning and problem-solving skills to determine appropriate actions.
- Able to draw on appropriate knowledge and skills in order to make professional judgments.
- Able to formulate specific and appropriate management plans including the setting of timescales.
- Able to conduct appropriate diagnostic or monitoring procedures, treatment, therapy or other actions safely and skillfully.
- Able to maintain records appropriately.

Critical evaluation of the impact of, or response to, the treatment or action plan/intervention

- Able to monitor and review the on-going effectiveness of planned intervention and modify techniques in-action.
- Able to make reasoned decisions to initiate, continue, modify or cease treatment / action or the use of techniques or procedures, and record the decisions and reasoning appropriately.
- Able to audit, reflect on and review own and other's performance/practice in unpredictable contexts

Knowledge and Skills

- Uses highly specialised theoretical and practical knowledge some of which is at the forefront of knowledge in the work area. This will cover a range of procedures and is underpinned by relevant broad based experience and competence
- This knowledge forms the basis for originality in developing and applying ideas
- Demonstrates critical awareness of knowledge issues in the work area and at the interface between different work areas
- Observes and records data using appropriate methods, tools and technology, maintains accurate records
- Uses technology to effectively plan work and evaluate the effectiveness of the work through complex audits or clinical trials
- Understands relevant legislation, policy and guidance
- Understands the social model, concepts of empowerment and person centred approaches to assessment, care planning delivery, monitoring and review of practice
- Understands the nature, extent and boundaries of own role and its relationship to others within and outside the organisation

Leadership and Management

- Demonstrates independence in the direction of practice responding appropriately to social scientific, clinical and ethical issues encountered
- Demonstrates leadership and innovation in work contexts that are complex and unpredictable and require new approaches
- Is responsible for a work area, specialist services and/or clinical pathways

Innovation and Decision Making

- Solves problems by integrating complex knowledge sources (that are sometimes incomplete and in new and unfamiliar contexts)
- Is creative and innovative in exploring and implementing possible solutions

- Makes decision regarding complex matters
- Reviews decisions made and builds on opportunities for improvement
- Develops new skills in response to emerging knowledge and techniques
- Provides specialist clinical services across a work area
- Proposes changes to practice/procedure which can impact beyond own work area
- Undertakes supervision and teaching/training
- Undertakes audit and possibly research and development programmes
- Is responsible for a work area budget
- Manages staff and services ranging in size and complexity

Communication

- Listens to and understand complex information both implicit and explicit
- Responds appropriately to queries and complaints, negotiates assertively and presents a positive self-image
- Adopts a sensitive manner and uses language appropriate to the situation, lead, persuades and influences others effectively
- Presents and explains results clearly and accurately using numerical, graphical and written formats as needed
- Ensures that the boundaries of confidentiality are clearly understood
- Develops skills which elicit an individual's strengths, their own understanding of their needs and their capacity and willingness to self-support

Team Working

- Works with others towards achieving shared goals, ensuring that the teams objectives and purpose are clear
- Respects and is open to the thoughts, opinions and contributions of others
- Recognises and respects other people's diversity individual differences and perspectives
- Learns from mistakes and accepts and gives feedback in a constructive and considerate manner
- Manages a team by sharing information and expertise
- Manages and resolves conflict when appropriate. Understands the role of conflict in a group to reach solutions

- Leads and supports when appropriate, motivating and developing others for high performance

Personal Attributes

- Acts as an ambassador for Virgin Care and demonstrates excellent customer care at all times
- Deals with people, problems and situations with honesty and integrity
- Recognises and reflects on personal and others good efforts
- Takes care of personal health, including hygiene and appearance
- Identifies and suggests alternative ways to get the job done more effectively
- Meets timekeeping and attendance requirements
- Manages the balance of work and personal life
- Leads on personal and team health and safety practices and procedures and acts in accordance with these
- Understands their rights and responsibilities in the workplace and those of others
- Understands and respects confidentiality
- Consistently evaluates their own practice to plan and manage time, money and other resources to achieve goals
- Assesses and manages risk, is accountable for their actions and the actions of the team
- Leads multiple tasks/projects, is open and responds positively to change
- Identifies their own learning and needs and accesses learning opportunities to achieve learning goals
- Supports other colleagues and co-workers and promotes positive relationships within team and beyond
- Set personal goals and priorities to balance personal and work life
- Understand own rights and responsibilities in the workplace, and those of others

Employee signature: _____

Manager signature: _____