

Job Title:	Clinical Triage Practitioner Band 6
Reports to (job title):	XXX
Line Manager to:	XXX

Job purpose

This role will complete clinical triage of children and young people's referrals for all referrals into specialist services across B&NES, Swindon and Wiltshire (BSW) and some referrals for the School Aged Health Services for B&NES and Wiltshire. They will complete clinical triage within the required timeframe including urgent referrals to ensure referrers and parents/carers/young people receive outcomes and waiting well support and signposting in a timely way. This role will support the Clinical Triage Lead with multi-disciplinary triage (MDT) for multi need and complex referrals, chairing MDT when delegated by the Clinical Triage Lead. They will support Care Coordination to respond to clinical queries, liaising with parents/carers/young people, education partners, third sector partners and other professionals in a timely way and support care navigation through HCRG Care Group Services and with partners to ensure a stepped care model and joined up and holistic care.

Base

To be agreed but will be at a base within BSW. This role will also include hybrid working at home. Travel may be needed to different locations within BSW.

This post is responsible for

Providing clinical triage of children and young people referrals and support multidisciplinary triage ensuring robust clinical decisions are made and families are seamlessly navigated through HCRG Care Group services and with partner services to provide a stepped care model and holistic care for the child/young person and their family.

Completing clinical triage within agreed timeframes and associated queries are responded to within the agreed timescales.

Support the implementation of processes for statutory SEND including for Educational Health Care Needs Assessments (EHCNA) and education tribunals ensuring compliance with statutory timeframes.

Key responsibilities

1. To provide clinical triage ensuring that all elements of triage are completed within agreed timescales including for urgent pathways and that triage decisions reflect clinical pathways, this will involve making clinical decisions and judgements based on available information.
2. To support the Clinical Triage Lead to deliver multidisciplinary triage (MDT) for complex and multiple need referrals, leading MDT meetings at the request of the Clinical Triage Lead.
3. To use clinical knowledge and skills to support the administrative elements of SPA and Care Coordination.
4. To appropriately navigate referrals through HCRG Care Group and partner services including those in the voluntary sector, so that a stepped care model is embedded and children, young people and families receive joined up and holistic care.
5. To respond to clinical queries within agreed timeframes.
6. Communicating complex, sensitive and difficult information to parents/carers with empathy and understanding and managing conflict appropriately, identifying when it is appropriate to escalate to the Clinical Lead for Triage for resolution or identify when a query needs to be managed by the clinical service which will require developed interpersonal skills to convey the message and achieve positive outcomes. This may involve distressing or emotional situations.
7. To ensure communication with service users and/or other professionals is timely and within agreed time frames.
8. Develop and promote positive working relationships with partner services and the voluntary sector, sharing information on pathways and explaining triage decision making.
9. Respond to queries from other professionals.
10. To ensure appropriate organisational policies and processes are followed including for safeguarding concerns and support implementation of these.
11. Ensure that children and young people's voices are heard through the triage decision making process and that parent/carer concerns are recognised.
12. To work with colleagues in partner agencies including schools and early years settings, General Practice, Acute Services, Mental Health Services, Social Care teams and the Voluntary sector, promoting joined up working and coordinated care.
13. When gaps in processes or systems are raised to escalate to the Clinical Triage Lead.
14. To support the implementation of the standard operating procedure (SOP) for EHCNA, providing support to the Business Support team and responding to queries regarding EHCNA requests.
15. To work in partnership with clinical queries to ensure seamless communication and links between clinical triage and service delivery.
16. To escalate potential risks in relation to clinical triage to Clinical Lead for Triage.
17. Attend meetings or events at the request of the Clinical Lead for Triage.

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.

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

Qualifications and Training:

- Registered professional – nurse or therapist.
- Registered with appropriate professional body, NMC/HCPC.
- Evidence of own professional development.
- Evidence of specialist knowledge.
- Evidence of further professional development.
- Ability to travel in Wiltshire, B&NES and Swindon

Experience:

- 3 Years post-registration experience.
- Ability to engage and work within communities.
- Experience of working with other agencies.

Knowledge and Skills:

- Current Health and Social Care policy knowledge.
- Knowledge of and compliance with Child Protection/safeguarding Procedures
- Experience of child/family-centred care
- Demonstrable skills in clinical engagement
- Able to work across professional and organisational boundaries.
- Ability to communicate appropriately and effectively in a variety of settings.
- Supervisory and reflective skills.

Other requirements:

- Self-motivated and enthusiastic.
- Flexible and adaptable.
- Ability to manage own resilience and identify when support is needed
- Ability to make decisions within scope of freedom to act
- Ability to travel.
- Keyboard skills/computer literate.
- Enthusiasm and resilience skills



Job Description

Employee signature

Manager signature

