Job Description

Job Title:	EIS Practitioner – Hertfordshire
Reports to (job title):	EIS Senior Practitioner
Line Manager to:	N/A

Job purpose:

The primary aim of the EIS Practitioner is to prevent escalation by strengthening the relationships, networks and environments around children and young people. Through the Framework for Integrated Care and Rule of 167, the postholder will help children, families, schools and communities better understand what supports wellbeing, belonging and participation, whilst delivering targeted emotional wellbeing and emotional regulation interventions where these are needed. The role focuses on building resilience, increasing connectedness, strengthening natural support networks and reducing reliance on specialist services.

The service is formulation-led, trauma-informed and system-integrated. It works with children and young people, families, schools and the wider professional network to develop a shared understanding of need, provide practical early intervention and strengthen the people and environments around the child. The aim is to intervene early, reduce fragmentation and prevent unnecessary escalation into more intensive services.

Working as part of the Affinity Team, the EIS Practitioner will provide direct support to children, young people and families using the Framework for Integrated Care (FIC) and Rule of 167 as the foundation of practice.

The postholder will support children and young people to strengthen emotional wellbeing, develop emotional regulation skills, increase belonging and participation, and build stronger relationships within their families, schools, peer groups and communities. They will help identify and strengthen the people, places and relationships that matter most to children and young people, reducing reliance on services and increasing naturally occurring support.

The postholder will work alongside families, schools and wider professionals to contribute to a shared understanding of need and support coordinated plans that improve outcomes and prevent escalation.

Base:

Harlow Family Hub, with delivery across education, community and family settings and through digital approaches where appropriate.

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Key Responsibilities:

- Hold and manage an allocated caseload of children, young people and families requiring targeted early intervention support.
- Support children and young people to identify personal strengths, goals and aspirations.
- Work creatively and flexibly to engage children and young people who may find it difficult to access traditional support services.
- Develop trusting, purposeful relationships with children, young people and families, taking time to understand what matters to them and what they want to be different.

Framework for Integrated Care and Rule of 167

• Embed the principles of the Framework for Integrated Care in all aspects of practice.

• Use Rule of 167 approaches to identify, understand and strengthen the relationships that matter most in a child or young person's life.

• Support children and young people to increase their sense of belonging, connectedness and inclusion within their families, schools and communities.

• Help identify trusted adults, positive peer relationships and community connections that can provide sustainable support.

• Work with children and young people to strengthen natural support networks and reduce social isolation.

• Promote participation in community, educational, recreational and social opportunities that enhance wellbeing and belonging.

• Undertake direct, targeted and time-limited work with children, young people and families in line with the agreed formulation, goals and intervention plan.

• Contribute to formulation by gathering and bringing together the perspectives of the child or young person, family, school and relevant professionals so that behaviour and need are understood in context.

• Work alongside schools, parents/carers and trusted adults to develop and implement practical strategies that can be used consistently in the child or young person’s everyday environment.

• Support schools and families to adapt their responses where appropriate, strengthening confidence, understanding and consistency around the child or young person.

• Contribute to multi-agency formulation discussions and shared planning with relevant partners, which may include education, CAMHS and Mental Health Support Teams, social care, early help, youth justice and voluntary and community sector organisations.

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• Maintain clear communication with the professional network, helping to ensure that support is joined up, proportionate and consistent across settings.

• Recognise changes in need, risk or complexity and discuss these promptly with the EIS Senior Practitioner, contributing to safe decisions about escalation, onward support or transition where required.

• Use trauma-informed, relational and psychologically informed approaches in day-to-day practice, remaining curious about behaviour in context and working alongside rather than doing to children, young people and families.

• Adapt communication and engagement to the individual, including children and young people with SEND or neurodiverse needs and those who may experience barriers to accessing traditional services.

• Ensure children, young people and families are actively involved in decisions about their support, including formulation, goal setting, planning and review.

• Provide consultation, coaching and practical support to schools, families and partner professionals where this will strengthen the network around the child and help sustain progress beyond EIS involvement.

• Contribute to group work, workshops, consultation or training for schools, families and partners where agreed as part of the service model.

• Use face-to-face and digital approaches flexibly where these improve accessibility and engagement, recognising that digital contact complements rather than replaces relational practice.

• Maintain accurate, timely records of contacts, interventions, plans, risk, outcomes and professional communication in accordance with HCRG Care Group requirements.

• Seek and capture feedback from children, young people, families and partners throughout involvement, using this to inform individual practice and wider service improvement.

• Manage workload and caseload effectively within the service's capped caseload and prioritisation arrangements, using supervision and reflective practice to support safe and effective delivery.

• Work flexibly across Hertfordshire, including in education, community and family settings as required by the needs of children, young people and the 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.

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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
• 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 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

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- 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.

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Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with 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.

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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

- Education: Qualification in a related field, such as social work, youth development, public health, Therapy or education.
- Passion: A genuine passion for promoting positive social change, improving youth health, and addressing health disparities.
- Empathy: A deep understanding of the challenges and concerns faced by young people in today's society and a strong sense of empathy.
- Adaptability: The ability to adapt to changing circumstances and the evolving needs of the program and its participants.
- Resilience: Demonstrated personal resilience and the ability to instill resilience in young people facing societal health challenges.
- Team Player: Strong team player with the ability to collaborate effectively with colleagues, partners, and volunteers.
- Youth Work: Proven experience in working with youth, including leading youth-led initiatives and campaigns.
- Communication: Excellent verbal and written communication skills, with the ability to effectively engage with young people, team members, and external stakeholders.
- Mentorship: Strong mentoring and coaching skills to empower young change makers and build their resilience.
- Availability: Flexibility in working hours, as the role may involve evening and weekend activities.
- Driving License: A valid driver's license and access to a vehicle for travel to different locations, including schools and partner organisations.

Desirable

- Education: Familiarity with the educational system and experience in curriculum development, especially for primary and secondary schools.
- Advocacy: Proficiency in advocacy and the ability to collaborate with partners and stakeholders to drive policy changes.
- Understanding of and commitment to Trauma Informed Practice

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Job Description

Employee signature

Manager signature

care·think·do
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE