

Job Title:	Care Navigator
Reports to (job title):	Band 6 Neurodevelopmental Practitioner
Line Manager to:	N/A

Job purpose

To offer needs-led support and interventions to families and young people within the neurodevelopmental pathways service (autism and ADHD).

The Wiltshire post will be based in Trowbridge, Chippenham or Salisbury Hub and the B&NES post will be based at St Martin's Hospital. The role may have the potential for occasional visits to locations across Wiltshire or B&NES and some remote working.

This post is responsible for:

- Supporting families and other professionals to understand how and when to refer into the service for neurodevelopmental assessment or medication.
- Gathering information from families, children and young people to support the clinical team in clinical decision making.
- Ensuring that families, children and young people are able to access support and advice that has been recommended to meet their needs and to offer enhanced support to those families who have not yet accessed this support or advice
- Supporting families, children and young people who contact the service, and work closely with partner agencies including parent carer organisations to ensure that the right services are involved to best support the identified needs at that time
- Providing calls to families and young people to provide needs-led advice, support and signposting, working closely with partner agencies including parent carer organisations to ensure they can access the right needs-led support
- Providing support for families, children and young people to understand their diagnostic assessment and to identify and support any needs they may have in accessing their appointments in the pathway

- Providing post assessment support and advice

Key responsibilities

Clinical

- 1 To independently organise information that is available from the patient record into a standard format to assist with diagnostic assessment.
- 2 To gather additional assessment information as required from other professionals, parents and children and young people as directed by a qualified neurodevelopmental practitioner.
- 3 To work unsupervised in a range of community/specialist settings undertaking detailed observation of children and young people.
- 4 To liaise with members of the neurodevelopmental team and other HCRG care group services in order to establish thorough information gathering and recording
- 5 Maintain and complete accurate records either written and / or electronic which are consistent with legislation, policies and procedures and service needs.
- 6 To use highly developed communication skills to adapt levels and complexity of language (i.e. increasing or decreasing) to meet the needs of individual children and their families.
- 7 To provide suitable advice by careful listening and questioning of the child/young person or those who know the child well, selecting appropriate signposting and advice matched to the cognitive and physical abilities and developmental level of the child.
- 8 To provide and receive routine, complex and sensitive case related information face to face, over the telephone, and electronically – i.e. with clients, carers and relatives as well as therapists/health professionals/schools/other outside agencies (maintaining confidentiality).
- 9 To employ empathy when working with families when the information is unwelcome and anxiety and other family issues can interfere with the impact and priority of understanding of the diagnostic outcome.

- 10 To participate in the Safeguarding Children processes including Team Around the Child meetings, seeking supervision as appropriate.
- 11 To provide information and explanations when English may not be the first language, working through interpreters where appropriate; and/or when the client's/parents' own level of understanding is a barrier to successful communication.

Professional

- 1 To progress and develop professional and clinical skills in diagnostic information gathering and organisation by working with highly specialist practitioners, maintaining a record of learning, undertaking self-directed study and more formal CPD activities.
- 2 To recognise own professional and clinical boundaries and competencies and seek advice and support from qualified neurodevelopmental practitioners
- 3 To use personal judgement and initiative to manage and prioritise personal caseload with access to clinical supervision
- 4 To maintain service standards with adherence to local and national policies and guidelines and clinical governance, including confidentiality.
- 5 To record and update personally generated clinical observations, assessment results, and treatment and advice details in client case notes.
- 6 To participate in the organisation's annual appraisal process.
- 7 To contribute to local policy and service development through the clinical governance process.
- 8 To provide clinical activity data and routine recording of CPD, travel, and other related activity, observing data protection guidelines
- 9 To take part in research and clinical audit as directed by senior staff, undertake action research with personal caseload and contribute to others' research by providing data.
- 10 To be able to recognise breakdown/conflict when it occurs and seek advice and support from more senior colleagues to resolve.

Additional information for all posts

The post holder is required to comply with all relevant policies and procedures pertinent to their post.

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- 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

- Educated to at least level 4 qualification in relevant area (higher apprenticeship, level 4 award, level 4 NVQ, level 4 diploma)
- Good interpersonal skills – including observation, listening and empathy skills
- Negotiation and problem solving skills
- Excellent prioritisation skills
- Well-developed concentration skills
- Excellent communication skills; both written and verbal, with an ability to write information accurately and sensitively
- Good organisational skills and ability to work independently
- Prioritisation skills
- Experience working with children with autism and other social communication and social emotional and mental health conditions
- Experience of developing relationships with staff from other agencies/organisations

Job Description

- Experience of using IT for a range of purposes e.g. report writing,

Desirable

- Experience of working within mainstream and/or specialist education provision.
- Experience of delivering training
- Experience of contributing to neurodevelopmental diagnostic assessment for children and young people

Other requirements:

- Valid UK Driving License in order to carry out duties of the post

Employee signature

Manager signature
