

Job Title:	Healthy Family Practitioner
Reports to (job title):	HV Team Leader
Line Manager to:	N/A

Job purpose

As a Grade 4 duty practitioner within the Lancashire Young People and Healthy Families service you will work as part of the 0-19 years team with 0-5 year olds under the direction of the Health Visitor.

The post holder will primarily be based within the Duty Team, supporting the Lancashire Young People & Healthy Families (0–19) Service. You will provide timely responses to parent/carer enquiries, undertake assessments, offer evidence-based advice, and coordinate onward referrals under the direction of the Health Visitor or Team Leader. You will also support the delivery of Bump, Birth & Beyond sessions across the East locality, which run between 5.30-7.30pm.

In addition to duty responsibilities, you will contribute to clinical and community-based service delivery including delegated Healthy Child Programme contacts, developmental reviews, targeted interventions, and community clinics. You will safeguard children in accordance with local and national policy and uphold HCRG Care Group values: We Care, We Think, We Do.

Base

The duty role is virtual and can be completed from home or you can use one of our 3 offices based in Preston, Lancaster or Burnley. If clinical cover is required, you will be working from our locality Family Hubs and service users homes.

Key responsibilities

- Respond to duty queries via telephone or virtual platforms, providing guidance on minor ailments, feeding, weaning, sleep, toileting, behaviour, and parenting support.
- Undertake initial assessments and triage, providing onward referral to HV/HFP/other services such as SALT, physiotherapy, smoking cessation and sexual health.
- Provide follow-up calls to families to monitor progress and outcomes.
- Liaise with other professionals as delegated by the HV/Team Leader.
- Recognise and escalate safeguarding concerns.
- Maintain accurate, contemporaneous electronic health records.

- Support team leader by communicating cancellations/changes when practitioners report sickness.
- Undertake any other suitable tasks delegated by the TL/HV.

Clinical & Community Responsibilities

- Undertake delegated Healthy Child Programme reviews including 3-4 month contact, 6 month contact, 1-year and 2–2.5-year developmental checks and school readiness contact, within our locality Family Hubs.
- Facilitate Healthy Family Drop-In / Child Health Clinics.
- Provide targeted support including behaviour management, infant feeding, sleep advice and packages of care.
- Support delivery of Bump, Birth & Beyond sessions across the East locality, which are in the evenings 17.30-19.30.
- Act as a link to nurseries and early years settings.
- Participate in CAF/Early Help and act as lead professional when appropriate.

Safeguarding & Risk Management

- Identify and escalate safeguarding concerns in line with policy.
- Participate in risk assessments relating to staff, clients or environments.
- Follow lone working, infection control and health and safety procedures.
- Report incidents, accidents and near misses.

Professional Responsibilities

- Maintain accurate, comprehensive electronic records.
- Participate in supervision, appraisal and reflective practice.
- Complete mandatory and role-specific training.
- Contribute to audit, service improvement and user-feedback initiatives.
- Uphold information-governance, confidentiality and data-protection standards.
- Work within organisational policies and clinical-governance frameworks.

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 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

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 flourish. 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. You may be asked to cover another locality in the event of staff shortages. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

Qualifications:

- You will have a NNEB qualification, or equivalent to BTEC (National Diploma in Nursery Nursing)

Experience:

- Experience of health promotion/ public health activities
- Experience of working as part of a team
- Have an awareness of child protection and safeguarding

Skills, Knowledge and Understanding:

- A sound understanding of child development and parenting
- A flexible approach to meet client/service needs
- Ability to act independently as part of a multi-disciplinary team
- Able to maintain factual, consistent, accurate, contemporaneous, comprehensive records.
- Able to ensure quality of care through contribution to audit and research
- Able to design, record and implement specific action plans in partnership with child/family and client
- Ability to demonstrate good written and oral communication skills and to effectively communicate with all disciplines and agencies
- IT literate, ability to utilise local and web-based software and applications
- A positive commitment to maintaining and updating as appropriate
- Knowledge and application of clinical governance

Desirable

Skills, Knowledge and Understanding:

- Experience of innovative practice
Experience in facilitating group work

Employee signature

Manager signature
