

## **JOB DESCRIPTION**

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**Job Title:** Care Coordinator (CPN/ OT)

**Band:** 6

**Responsible to:** AMHT Team Manager

**Responsible for:** Any supervisees

**Accountable to:** Service Manager

**Place of work:** Wallingford Community Hospital, Abingdon Mental Health Centre  
or Ridgeway, Didcot

**Hours:** As per contract

Author:

Creation Date: May 2019

Last Updated: May 2019

Document Ref: Band 6 Care Coordinator

Version: 1

## **JOB PURPOSE**

The post holder will work within the Adult Mental Health Team (AMHT) providing a high quality service across all areas of the Adult Mental Health Service. To undertake all aspects of clinical duties as an autonomous practitioner. To work within your professional scope of practice.

## **DUTIES AND RESPONSIBILITIES**

### **Main Tasks:**

1. To work independently as part of an interdisciplinary team to diagnose, assess, plan and implement patient specific programmes of care/interventions, contributing to the continuous assessment of patients.
2. To undertake more complex assessments, using your profession specific clinical knowledge and skills.
3. To function effectively across a variety of environments (e.g. ward, department, patients homes etc.) involving changing and demanding conditions
4. To use a comprehensive range of verbal and non-verbal communication tools to communicate effectively with patients, and their families/carers, the diagnosis and treatment plan, that may be complex and sensitive, to help progress rehabilitation. This will include patients who may have difficulties with understanding or communication.
5. To evaluate patient progress and alter treatment programmes as and when appropriate.
6. To involve patients in goals and treatment proposals. To gain valid informed consent. To work within the legal framework with patients who lack capacity for informed consent or are subject to the Mental Health Act.
7. To be responsible for own time management and the prioritisation of your caseload.
8. To supervise the practice of designated registered and non-registered staff within the AMHT.
9. To delegate appropriate duties to junior registered and support staff and follow up outcomes.
10. To develop comprehensive discharge and contingency plans with relevant professionals to arrange on-going care.
11. To attend clinical meetings, liaise closely both verbally and in writing with the multidisciplinary team, patient and carers across boundaries to ensure continuity and integration of patient's treatment
12. To lead the clinical education and support of:
  - Other members of the AMHT and the wider Community Service
  - Non-registered staff
  - Patients and their carers
  - Students
13. To manage clinical risk within own patient caseload and the wider AMHT.

14. To be able to manage stressful, upsetting or emotional situations in an empathetic manner supporting other members of the AMHT, clients and their families in these situations.
15. To develop partnership working with all relevant agencies/services/individuals to support optimum management of the identified client group
16. To be use the Care Programme Approach as basis for assessing, planning delivering, reviewing care and discharging patients form the service and to act as care coordinator.
17. Using care clustering packages to inform and develop plans of care.
18. To be responsible for maintaining own competency to practice through CPD activities and maintain a portfolio which reflects personal development. This will also support requirements for registrations with the Health Profession Council/NMB/GSCC.

### **Other Responsibilities:**

1. To ensure confidentiality and security of patient data is maintained at all times in compliance with the Data Protection Act.
2. To ensure confidentiality of staff, patients and carers is maintained in line with Trust policy.
3. To ensure all electronic records are updated and complete within the standard for the Trust (e.g. 24 hours for progress notes)
4. To attend appropriate mandatory training courses in line with requirements of the role, Health and Safety Regulations and as part of personal development, e.g. systems training, fire awareness training, appraisals.

To carry out any other duties as requested by the Team Manager/Community Lead to ensure the quality of service provided by the team.

### **Contract of Employment**

The AMHTs operate from 07:00-21:00, 7 days a week. Post holders working within the AMHTs will be expected to work flexible hours to cover the shift patterns (7am – 3pm, 9am – 5pm and 1pm – 9pm)

Staff working in AMHTs may be required to work flexibly between all aspects of the AMHT in order to meet the needs of the service.

### **Working Relationships:**

Working relationships will be maintained with:

- Local Adult Mental Health Teams and Inpatient Services
- Departments within the Trust
- Other working partners including GP's, CCG's, Health and Social Care Services, Voluntary Organisations and Patient and Carer Representatives.

---

## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to

date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

### Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

### Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

<b>Band 6 Care Coordinator</b>		
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education and Training</b>	<ul style="list-style-type: none"> <li>• Professional Qualification (Degree or equivalent)</li> <li>• Professional Registration</li> <li>• Evidence of Continuing Professional Development (CPD) portfolio</li> </ul>	<ul style="list-style-type: none"> <li>• Post graduate education specifically relating to client group (Post basic qualification in community care/ research awareness/ management)</li> </ul>
<b>Occupational Experience</b>	<ul style="list-style-type: none"> <li>• To have highly extensive experience which should include community and working with mental</li> </ul>	<ul style="list-style-type: none"> <li>• To have a good knowledge of community services</li> <li>• Community work with</li> </ul>

	<p>health.</p> <ul style="list-style-type: none"> <li>• To have experience of working within a multidisciplinary team</li> <li>• To have a good knowledge and interest in community care and have specific clinical expertise in mental health</li> <li>• To understand and have experience of Risk Management</li> <li>• To have a good understanding of Clinical Governance</li> <li>• To understand the legal responsibilities of the profession</li> <li>• To have an understanding of AMHTs and interdisciplinary working</li> <li>• To have experience of supervising other staff</li> <li>• To be able to carry out moderate to intense physical effort throughout the working day and carry out concurrent activities</li> </ul>	<p>people with mental health needs.</p> <ul style="list-style-type: none"> <li>• To have awareness of National and local issues concerning mental health</li> <li>• To have experience of audit</li> <li>• To have experience of supervising student placements.</li> </ul>
<p><b>Skills required – IT / Admin</b></p>	<ul style="list-style-type: none"> <li>• To be IT literate</li> <li>• To have excellent English verbal and written communication skills</li> <li>• To be able to prioritise effectively</li> <li>• To show evidence of sound problem solving skills</li> <li>• To be able to work collaboratively as part of a team</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• To be able to manage in a stressful working environment and with emotional or aggressive patients/or carers</li> <li>• Adaptable and flexible</li> <li>• Able to use own initiative when appropriate</li> </ul>	

	<ul style="list-style-type: none"> <li>• Keen to learn</li> <li>• Team player</li> <li>• Reliable</li> <li>• Able to challenge and be challenged</li> <li>• Able to build rapport</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• To comprehend and work within the Trust policies of data protection, equal opportunities, Health &amp; Safety and to meet the diverse needs of patients</li> <li>• Able to travel to undertake work and have the capacity to carry equipment relative to your post</li> <li>• Able to comply with Manual Handling policies and guide lines</li> </ul>	<ul style="list-style-type: none"> <li>• Car driver with car available for work</li> </ul>

**May 2019**

## **Appendix 1**

### **Profession Specific Skills**

All of these professions should be competent in delivering a range of psycho-social intervention skills.

#### Occupational Therapy

1. Building a collaborative relationship with the patient that will promote reflection, autonomy and engagement in the therapeutic process
2. Applying O.T. models of practice/frameworks to clinical practice and using profession specific assessment tools and outcome measures (e.g. Model of Human Occupation)
3. Utilising expert knowledge of the impact of mental/physical health dysfunction on occupational performance
4. Enabling problem solving and engagement in the intervention areas of personal care, vocation, leisure and general productivity to achieve and maintain balance in activities of daily living
5. Utilising expert knowledge and skills in using activity as a therapeutic tool
6. Applying expertise in the delivery of group work interventions
7. Demonstrating the application of physical health knowledge to mental health practice (e.g. minor assessment of environments and adaptive equipment)

#### Mental Health Nursing

1. Physical Health Skills – Knowledge of common physical health conditions and their management, and an ability to monitor physical health conditions and wellbeing
2. Extensive knowledge of medications and their effects, including side effects and the management of side effects.
3. Psycho-educational family approaches
4. Work with patients who exhibit negative symptoms such as low motivation.
5. Assisting patients to meet their activities of daily living and helping them to attain their optimum level of functioning.
6. Champion Bio-Psychosocial approaches to care