**LEEDS COMMUNITY HEALTHCARE NHS TRUST**

**JOB DESCRIPTION**

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| Job Details  **Job Title:** **Health Case Management Coordinator**  **Banding: 5**  **Specialty/Department:** **Health Case Management** |

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| **Service Description**  The Health Case Management Service provides city-wide case management for the patient population of Leeds who are eligible for NHS Fast Track and Continuing Healthcare funding.  The aim of the service is to provide timely assessment, case management and review functions for all eligible patients aged 18+, including those in hospital and the community. Central to the philosophy and approach of the service is placing the individual at the centre and proactively supporting patients to have more choice and control over their care and support in order to achieve their own personal outcomes.  The city wide service is provided by two teams, geographically located in the North and South of the city. The teams work closely with the CCG Continuing Health Care Team, hospital social workers, GP practices and health and adult social care colleagues in the Integrated Neighbourhood Teams |

**Job Purpose**

The post holder will be responsible for the day to day co-ordination of the team’s duty and allocation responsibilities and will work within their speciality area as an autonomous practitioner. In doing so, they will assess, plan, deliver and evaluate patient centred programmes of care to a specialist level ensuring that they practice within their sphere of competence and knowledge. The post holder will work to professional and regulatory body codes, standards and guidance at all times ensuring that their practice is grounded in evidence based theoretical and practical knowledge.

**Key Responsibilities:**

1. **Clinical**
2. 1.1 Demonstrates a detailed theoretical and practical knowledge of common aetiologies, pathologies, conditions and presentations – involving a critical understanding of theories and principles

1.2 Demonstrates the ability to apply theory to practice at a proficient level when assessing, planning, treating and reviewing using a holistic philosophy

1.3 Demonstrates organisational skills

1.4 Makes judgements requiring analysis, interpretation and comparison of options and ensures clinical reasoning is reflected accurately in case records

1.5 Engages and actively involves the individual and, if appropriate, their family/carer, in the assessment, planning, implementation and evaluation of programmes of treatment and/or care by using person-centred techniques to promote a culture of involvement and empowerment

1.6 Works to standards of proficiency identified by their professional and regulatory bodies

1.7 Prioritises their own workload within agreed objectives deciding when to refer to others as appropriate.

1.8 Approaches each individual with care, compassion and sensitivity ensuring that these values are reflected in the management of any complaints and compliments

1.9 Provides and receives complex, sensitive or contentious information where motivational, persuasive, empathetic, negotiating and reassurance skills are required whilst demonstrating an understanding of barriers to communication

**2. Leadership**

1. Ensures that a professional service and image is maintained at all time, thereby acting as a role model to all staff
2. Provides a leadership style which is underpinned by strongly held values around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation.
3. Ensures the effective and efficient use of resources within their own sphere of responsibility.
4. Demonstrates clinical leadership in everyday practice through identifying creative and innovative solutions, engaging in leadership development appropriate to level and encouraging development as part of the team.
5. In the absence of senior clinicians, the post holder will be able to delegate, organise and prioritise to ensure the safe delivery of the service including the management of referrals and discharges utilising locally agreed support mechanisms e.g. on call manager
6. Demonstrates resilience when responding to challenge, change and complex or difficult situations
7. Inspires others to be positive in their support of continuous improvement.
8. Ensures that individual objectives are clearly defined within the wider Directorate framework and in line with Trust’s objectives, using the appraisal process as a vehicle for this.
9. Takes responsibility for their own and others’ health and safety in the working environment.

**3. Learning and Development**

1. Undertakes any training required to develop or maintain their proficiency within the clinical area and demonstrates competence within professional body requirements
2. Reflects on and evaluates own practice and identifies areas of development by setting appropriate objectives via appraisal and clinical supervision
3. Contributes to and undertakes clinical audit
4. Assists with research project appropriate to clinical area
5. Is committed to delivering and sharing learning opportunities with students, team members and other agencies in order to develop self and others

**4. Partnership and Team Working**

# Actively works towards developing and maintaining effective clinical and corporate working relationships both within and outside the Trust including other agencies, individuals and Higher Education Institutes

1. Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
2. Actively contributes to the multi-disciplinary team supporting the patient including communication with external care providers, voluntary support services and other agencies; acting as a credible source of information for other agencies/professionals involved in the care as required

**5. Innovation and Quality**

1. Works with managers and colleagues to continually improve the quality of service delivery within the overall organisational governance frameworks and corporate objectives reflecting the changing needs of the population, local and national initiatives
2. Works with managers and colleagues to identify, manage and minimise risks within the overall organisational risk management frameworks. This includes understanding and applying knowledge of clinical role in safeguarding and incident management
3. Acts as an advocate for patients and their families/carers recognising the boundaries of their clinical knowledge; liaising and referring on to other services / agencies as required
4. Ensures that patient experience is core to all clinical and service development gaining support from the appropriate corporate teams as required
5. Actively contributes to the Quality Framework, outcome measures and best practice standards in order to deliver an effective, high quality service

**Health and Safety**

Responsibilities of ALL staff in relation to Health and Safety:-

* Take reasonable care of your own health and safety
* Take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
* Co-operate with Trust, making sure you understand and follow the health and safety policies and procedures
* Attend all required training on Health and Safety related policies and procedure.
* Do not interfere with or misuse anything that has been provided for your health, safety or welfare
* Report and record any injuries, strains or illnesses suffered as a result of doing your job
* Inform your manager if something happens that might affect your ability to work safely such as suffering an injury or a new medical condition.

Additional for those with management responsibilities:

* Identify through documented risk assessment any risks that exists within the department or during the delivery of the service
* Investigate and manage incidents and near misses, ensuring actions are taken to prevent recurrence
* Support the Risk and Safety Team in ensuring suitable and sufficient up to date Health and Safety information and guidance is available to all staff at all levels and disciplines across the  organisation.

**In addition to these functions the post holder is expected to:**

* In agreement with their line manager carries out such other duties as may be reasonably expected in accordance with the grade of the post.

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| **Effort Factor Information** | |
| **PHYSICAL EFFORT**  What physical skills needed in the role require, speed, accuracy, dexterity and or manipulation of objects (includes both clinical and non-clinical posts)? Please provide specific examples.  Is the post holder required to lift equipment? If yes, please specify type of equipment, weight (approx kilos) and frequency of the requirement. Please provide specific examples. | Frequent sitting or standing in a restricted position e.g. at a desk  Frequent moderate / occasional intense effort for several short periods |
| **MENTAL EFFORT**  Describe the amount of concentration required within the day-to-day job. What is it the employee will have to concentrate on? Please give examples of how often and for how long this concentration occurs. Please provide specific examples of when mental effort is required.  Is the post holder required to drive a vehicle? If so please specify duration and frequency. | Frequent concentration required for the assessment and treatment of patients, work pattern predictable  If required for service delivery, short periods of driving on a regular basis to fulfil service needs. |
| **EMOTIONAL EFFORT**  Does any part of the job require any emotional effort? What elements of the role expose the employee to emotional effort?  How often does this happen? Please provide specific examples. E.g. exposure to child protection issues | Occasional distressing situations e.g. imparting unwelcome news to patients and carers, caring for terminally ill  Exposure to vulnerable groups |
| **WORKING CONDITIONS**  Is the post holder required to work in extreme heat or cold, with smells, noise or fumes which are unavoidable, even with the strictest health and safety controls? Does the post holder work with clients or patients who express aggressive verbal or non-verbal behaviour or similar. Please describe the requirement and the frequency with which this may occur. | Occasional exposure from patients and carers to verbal and / or physical aggression  Whilst most of the work of the employee is based around the computer there are some tasks that do not require VDU input. |

**TERMS AND CONDITIONS OF SERVICE**

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| **Band:** | 5 |
| **Hours:** | 37.5 hours per week |
| **Contract:** | Permanent |
| **Salary:** | £29,970 - £36,483 per annum |
|  | New staff will normally be appointed to the minimum of the pay band. Staff transferring from one post to another in the same pay band within the NHS will enter the band at the same point that they were previously on. Staff promoted within the NHS will enter the new pay band at the minimum or the first point of the new pay band that gives them an increase in salary. Any previous NHS service will be subject to confirmation by the Payroll Department. |
| **Annual Leave:** | The annual leave year runs from 1 April to 31 March following.  The full entitlement being 27 days for a full year and pro rata  for an incomplete year's service. An additional 2 days will be  awarded after 5 years service plus a further 4 days after 10  years service. This is in addition to 8 public and statutory days  holiday. |
| **NHS Pension:** | The post is pensionable unless you opt out of the scheme or  are ineligible to join and your remuneration will be subject to  deduction of contributions in accordance with the National  Health Service Pension Scheme. In the event of you not  wishing to join the scheme you should complete form SD502  on your commencement date. |
| **Medical:** | The appointment maybe subject to you completing a declaration of health form, which may lead to a full medical examination upon request. |
| **Notice:** | Giving notice – you are required to give the Trust 8  weeks written notice of termination of your employment.  Receiving notice – with the exception of ‘Summary Dismissal’ you will be entitled to receive notice of 8 weeks or your statutory notice entitlement whichever is the greater.    Statutory entitlement is:  For staff with more than 4 weeks continuous service, entitlement to notice is 1 week for each year of completed service up to a maximum of 12 weeks. |
| **PROFESSIONAL REGISTRATION**  Where it is a requirement as part of this job role to be registered with a Professional Body, you are required to maintain and update your registration in line with the Trust’s Professional Registration Policy. You are required to provide proof of your registration status on your appointment, at renewal of registration or at any other time as requested by the Trust. It is also a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  It would also be a requirement for you to comply with any Codes of Professional Conduct and to update/satisfy any Continuous Professional Development conditions.  **REHABILITATION OF OFFENDERS ACT 1974**  Because of the nature of the work for which you are applying, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974. Applicants are, therefore, not entitled to withhold information about convictions which for other purposes are 'spent' under the provisions of the Act, and, in the event of employment any failure to disclose such convictions could result in dismissal or disciplinary action by the Trust. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the Order applies.  **DBS CHECK (Formerly CRB)**  This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure & Barring Service to check for any previous criminal convictions.  The Trust is compliant with the Disclosure & Barring Service ‘Code of Practice’, a copy of which is available on request.  The Trust welcomes applications from a wide range of candidates including those with a criminal record. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of a conviction or other information revealed. A full Trust policy on the Recruitment of Ex-offenders is available on request.  **SECTION 11 COMPLIANCE**  **Safeguarding Children and Vulnerable Adults**  All employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults. Familiarisation with and the adherence to the Trust’s Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.  **ORGANISATIONAL AND STATUTORY REQUIREMENTS**  All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements, e.g. Health and Safety; Equal Treatment and Diversity; Confidentiality; Infection Prevention and Control.  **MENTAL CAPACITY ACT (MCA 2005 CODE OF PRACTICE)**  This Act applies to all persons over the age of 16 who are judged to lack capacity to consent or withhold consent to acts which are considered by health and social care professionals to be in the best interests of their welfare and health.  The Mental Capacity Act 2005 imposes a legal requirement on health and social care professionals to ‘have regard to’ relevant guidance within the Code of Practice when acting or making decisions on behalf of someone who lacks capacity to make the decision for themselves. Furthermore, they should be able to explain how they had regard to the Code when acting or making decisions.  Detailed guidance is available in the Mental Capacity Act 2005 Code of Practice http://www.dca.gov.uk/legal-policy/mental-capacity/mca-cp.pdf  **NOTE**  This job description does form a part of the contract of employment and indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the postholder.  **JOB SHARE**  This post is suitable for job sharing and when filled on this basis will attract all normal terms and conditions of service outlined above, but on a pro rata basis if appropriate.  **SMOKING**  The Trust operates a no smoking policy and is smoke free. | |

**LEEDS COMMUNITY HEALTHCARE NHS TRUST PERSON SPECIFICATION – Health Case Management Coordinator**

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| **Attributes** | | **Essential** | **Desirable** | **Method of Assessment** | |
| **QUALIFICATIONS**  **& TRAINING** | | Professional degree NVQ 4 or diploma in relevant field or equivalent experience  Must be willing to participate in any relevant training identified to develop skills required to carry out duties  Maintains a portfolio of CPD in line with regulatory body standards  Appropriate statutory professional body registration if required |  | Application  Interview  References | |
| **EXPERIENCE** | | Experience in the clinical field or a closely related clinical area  Working as part of a wider multidisciplinary team | Working in community or primary care based teams | Application  Interview | |
| **KNOWLEDGE & UNDERSTANDING** | | Theoretical and clinical knowledge appropriate to service area and profession  Knowledge of relevant current issues in health and social care  Knowledge of Standards of Conduct  Demonstrates awareness of limits to knowledge base  Basic understanding of clinical governance and quality measures |  | Interview | |
| **PRACTICAL & INTELLECTUAL SKILLS** | | Assessment, planning and evaluation skills  Analytical and creative problem solving skills  Workload management including delegation of tasks  Competent IT skills e.g. word processing, email in order to maintain electronic patient records  Effective verbal, non-verbal and written communication skills including communicating complex or potentially distressing information to patients / carers  Risk assessment skills  Reflective practice skills  Able to research, understand and evaluate evidence in order to contribute to practice development |  | Application  Interview  Test | |
| **ATTITUDE & BEHAVIOUR** | | Displays care, compassion, sensitivity and responsiveness to other peoples’ feelings and needs  Able to work as part of a team, co-operating to work together and in conjunction with others and willing to help and assist wherever possible and appropriate appreciating the value of diversity in the workplace  Able to develop, establish and maintain positive relationships with others both internal and external to the organisation and with patients and their carers  Able to work under pressure, dealing with peaks and troughs in workload  Positive and flexible attitude to dealing with change; able to respond to the changing needs of the patient in an appropriate and timely manner;  willing to change and accept change and to explore new ways of doing things and approaches  Highly motivated and reliable  Demonstrates values consistent with those of the Trust  Has a strong degree of personal integrity; able to adhere to standards of conduct based on a culture of equality and fairness  Car owner/driver or suitable alternative transport to enable you to undertake the job Reasonable adjustments can be considered in accordance to the Equality Act 2010. |  | Application Form  Interview  References  Test | |
| Car owner/driver or suitable alternative transport to enable you to undertake the job (it is unlikely that public transport will meet this requirement). Reasonable adjustments can be considered in accordance to the Equality Act. | | | |