

## JOB DESCRIPTION

<b>POST TITLE:</b>	0-19 Just One Assistant Practitioner
<b>BAND:</b>	4 (subject to Agenda for Change)
<b>HOURS:</b>	37.5 hours per week
<b>LOCATION:</b>	Just One Number, Cringleford
<b>REPORTING TO:</b>	Specialist Community Public Health Nurse (SCPHN)
<b>RESPONSIBLE TO:</b>	Just One Number Leadership Team
<b>ACCOUNTABLE TO:</b>	Norfolk Children and Young People's Health Services

Cambridgeshire Community Services NHS Trust 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 Purpose:

- As part of the Healthy Child Programme, the Assistant Practitioner will work within the single point of access, this role will be predominantly offering advice and guidance via the telephone, over text message and via digital platform to support clients/service users, undertaking of initial assessments, delegation of cases within the team or transfer out to locality/specialist pathway, signposting or supporting onward referrals. The Assistant Practitioner will be undertaking independent decision making regarding specific referrals in relation to the 6 high impact areas to improve outcomes for children, young people and families within Norfolk.
- Be able to act autonomously.
- To support the integrated 0-19 Healthy Child Programme (HCP) in providing an innovative and high-quality service in an environment that enhances child centered client care and promotes child and family wellbeing.
- To support the assessment and review of clinical needs.
- To work without direct supervision to support clients as part of the universal and targeted aspects of the service provision.
- To liaise with colleagues within Just One Number to assist in the co-ordination and development of the service.
- To develop specialist interest areas in order to enrich the knowledge and skills set within the Norfolk and Waveney Children & Young People's Health Service.

### Main Duties and Responsibilities

1. Give advice and guidance to children, young people and families in Norfolk over the telephone, text message and video calls. This will also include giving advice and guidance to professionals including Schools, Nurseries and children's social care.
2. As part of the Healthy Child Programme, the Assistant Practitioner will work within the single point of access, this role will be predominantly delivering clinical interventions via telephone, video call and digital clinics, ensuring a high standard of care.
3. To support localities to ensure that all relevant clinical skills are kept up to date, and to maintain effective working relationships and continuity of services. In supporting locality, this could be via the office or in face to face visits.
4. To learn and deliver the universal service within Just One Number, to gain confidence to support families with accessing self-care resources and developing self-efficacy.
5. To develop skills to promote the use of digital resources on Just One Norfolk website during all contacts with service users to enhance self-care skills for children, young people, and their families.

6. To develop the skills to utilise virtual platforms in assessments, interventions, training, and networking to support effective practice and partnership working.
7. To support families through a range of methods including digital drop-in clinics, text message, virtual and phone contacts to assess the needs of children and their families.
8. To work as part of a multidisciplinary 0-19 team to identify the health needs of children and young people, their families and the community and contribute to developing a strategy to address individual identified needs as well as those needs within the community.
9. To promote people's equality, diversity and rights.
10. To deliver care to clients within the scope of their job role. Duties may include:
  - Building on existing assessment of families' needs and deliver evidenced based health advice without direct supervision.
  - Receiving referrals and receiving and communicating complex information from health and social care staff.
  - To decline referrals if not appropriate, using excellent negotiation skills and appropriate sign posting.
  - Support to clients with more complex needs according to the Norfolk SEND offer.
11. To write clinical records in a concise, accurate and timely manner in line with Cambridgeshire Community Services record keeping policy.
12. To independently carry out specified assessment and intervention as planned and discussed with the clinical coordinator where required, using own initiative and experience to modify according to the clients needs.
13. To contribute to the care of all clients, ensuring safety and dignity at all times.
14. To be actively involved in the communication of complex information regarding client's needs and any other useful information available to the Just One Number team and to escalate as appropriate with members of Just One Number team.
15. To liaise as appropriate with parents/carers, young people and other health, social or voluntary agencies.
16. To communicate effectively with clients in complex situations. Communication skills of engagement, negotiation, motivation and explanation will be required to enable the management of potential barriers to communication.
17. To be aware at all times of the needs of client groups and to promote and encourage positive health choices.
18. To confidently utilise virtual platforms in assessments, interventions, training, and networking to support effective practice and partnership working.
19. To uphold all aspects of the service and organisational policies and procedures.
20. To take individual responsibility for any health and safety issues and undertake obligations under the health and safety act.
21. To take individual responsibility to report incidents as well as any identified actual or potential risks either to you or the organisation or others. To escalate any concerns about practice to the relevant member of the leadership team.
22. To ensure mandatory training is up to date.
23. To attend relevant training courses and to maintain up to date clinical knowledge and skills in order to perform in the role.
24. To participate in staff and service development through attendance at service meetings and in service training. To participate in team meetings, supervisions and other mandatory parts of the role.
25. Actively participate in annual performance reviews providing evidence of attaining the relevant knowledge and skills required for the job.

## **Communication**

1. To communicate complex and sensitive information concerning the child or young person's condition to the child's parents/carers and young person
2. Able to communicate effectively using appropriate methods and recognising barriers to communication, e.g. communicating effectively with families where English may be an additional language.
3. To communicate within the multi-disciplinary team and model effective team working and communication skills, supporting change within the service.
4. To work with all Norfolk partner agencies to promote children's well-being.
5. To work closely with other professional teams and key stakeholders including service users, statutory and non-statutory organisations

6. To contribute to the training of students of nursing and other disciplines, during community experience programmes

### **Budgetary Responsibility**

1. To demonstrate responsible use of resources, with an awareness of budgetary restraints.
2. To ensure health monitoring equipment is operating to a high standard, maintained and calibrated.

### **People Management**

1. To contribute to the training of students of nursing and other disciplines, during community experience programmes.
2. Maintaining own professional development and requirement to take part in appraisal and KSF process.

### **Research & Development Activity**

1. Contributes to clinical audit and research highlighting unmet needs within the population. Contributes to the maintenance of the Health Profile of the population.

### **Clinical and Practice Governance**

1. Observe and maintain strict confidentiality with regards to any patient/family/staff/records and information in line with the requirements of the Data Protection Act.
2. Any data that is taken/shared as part of a phone call or transported, faxed or transferred electronically must be undertaken with regard to the Trust Information Governance and Information Security policies.
3. The post holder must adhere to the Trust risk assessment and risk management processes
4. The post holder must adhere to infection control policies and procedures
5. Undertake mandatory training and any other training relevant to the role as required by Cambridgeshire Community Services NHS Trust
6. The post holder must participate in clinical and safeguarding audits as required
7. Provide patients and their families /carers with information on standards they should expect from the team
8. Participate in Clinical & Safeguarding supervision on a regular basis
9. The post holder is required to participate in relevant emergency preparedness process for their team.

### **General**

#### **Safeguarding people responsibility**

- Safeguarding children and adults at risk of abuse or neglect is a collective responsibility.
- There is an expectation that all staff develop and maintain their role relevant safeguarding people competencies and comply with local safeguarding partnerships practice. Alongside this employee who are registrants are reminded of their professional duty of care.
- Safeguarding means protecting a citizen's health, wellbeing, and human rights; enabling them to live free from harm, abuse and neglect. It is an integral part of providing high-quality health care.
- Those most in need of protection include:
  - Children and young people
  - Adults at risk, such as those receiving care in their own home, people with physical, sensory and mental impairments, and those with learning disabilities.

The post holder must at all times carry out their duties with regard to Cambridgeshire Community Services NHS Trust Workforce Diversity and Inclusion Policy.

To be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors, and staff.

All post holders must adhere to the code of conduct on confidentiality and be aware of and adhere to all Trust policies and procedures.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the Trust.

This post is subject to the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and as such it will be necessary for a submission for Disclosure of Barring Service to be made to check for any previous criminal convictions. Cambridgeshire Community Services NHS Trust is committed to the fair treatment of its staff, potential staff, or users in line with its equal opportunities policy and policy statement on the recruitment of ex-offenders.

### **Sustainability**

It is the responsibility of all staff to minimise the Trust's environmental impact wherever possible. This will include recycling, switching off lights, computers, monitors, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying and reducing water usage, reporting faults and heating/cooling concerns promptly and minimising travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

**Date: August 2023**

## PERSON SPECIFICATION

<b>Job Title:</b> Assistant Practitioner	<b>Band:</b> 4 ( <i>Subject to Agenda for Change</i> )
<b>Directorate:</b> Children & Young People's Health Services	<b>Date:</b> August 2023

\* Assessed method    A=Application I=Interview T=Test R=References

Essential Criteria	*	Desirable Criteria	*
<b>Qualifications and Training</b> <ul style="list-style-type: none"> <li>NVQ level 3 in health, social care, education or an equivalent.</li> </ul>	A// T/R	<ul style="list-style-type: none"> <li>Foundation degree in relevant area of study</li> </ul>	A// T/R
<b>Experience</b> <ul style="list-style-type: none"> <li>Experience of working with children and young people and families</li> <li>Experience of promoting key health messages to children and young people's families</li> <li>Ability to safeguarding children.</li> <li>Ability to have challenging conversations with parents/professionals.</li> </ul>		<ul style="list-style-type: none"> <li>Community experience</li> <li>Experience of working in a multidisciplinary setting.</li> <li>Experience of Safeguarding adults and/or children.</li> <li>Knowledge of the Norfolk safeguarding children's agenda</li> </ul>	
<b>Skills</b> <ul style="list-style-type: none"> <li>Good communication skills and have the ability to change communication style depending on audience.</li> <li>Ability to analyse information and use reasoning skills to assess clients needs.</li> <li>Robust IT skills and clear record keeping.</li> <li>Ability to prioritise and plan workload.</li> <li>Understanding of the public health agenda and national and local policies relating to Children and Young People's health and wellbeing, including Working Together to Safeguard Children.</li> <li>Understanding key public health resources to support the children and families of Norfolk</li> <li>A good understanding of communicating with people virtually such as telephony or video calling software.</li> </ul>		<ul style="list-style-type: none"> <li>Ability to apply and use advanced analytical tools.</li> <li>Experience with delivering healthcare interventions via digital platforms.</li> <li>Ability to use System One.</li> </ul>	
<b>Safeguarding and promoting the welfare of children and young people/vulnerable adults</b>			

<ul style="list-style-type: none"> <li>• Ability to safeguard and promote the welfare of <i>children and young people/vulnerable adults</i></li> <li>• Demonstrates understanding of safeguarding issues</li> <li>• Appreciates the significance of safeguarding and interprets this accurately for all individual <i>children and young people/vulnerable adults</i> whatever their life circumstances.</li> <li>• Has a good understanding of the Safeguarding agenda</li> <li>• Can demonstrate an ability to contribute towards a safe environment</li> <li>• Is up to date with legislation and current events</li> <li>• Can demonstrate how they have promoted 'best practice'</li> <li>• Shows a personal commitment to safeguarding children</li> </ul>			
<b>Working within Professional Boundaries</b> <ul style="list-style-type: none"> <li>• Accepts responsibility and accountability for own work and can define the responsibilities of others</li> <li>• Recognises the limits of own authority within the role</li> <li>• Seeks and uses professional support appropriately</li> <li>• Understands the principle of confidentiality</li> <li>• Demonstrates professional curiosity</li> </ul>			
<b>Emotional Awareness</b> <ul style="list-style-type: none"> <li>• Aware of the range of emotions in self and others</li> <li>• Demonstrates empathy for the concerns of others</li> <li>• Listens to and understands directly and indirectly expressed feelings</li> <li>• Encourages others to express themselves openly</li> <li>• Manages strong emotions and responds constructively to the source of problems</li> <li>• Shows respect for others' feelings, views, and circumstances</li> <li>• In highly stressful situations keeps own feelings in check, takes constructive action and calms others down.</li> <li>• Has a range of mechanisms for dealing with stress, can recognise when to use them and does so</li> <li>• Listens to personal comments without becoming defensive</li> </ul>			
<b>Self-awareness</b> <ul style="list-style-type: none"> <li>• Has a balanced understanding of self and others</li> </ul>			

<ul style="list-style-type: none"> <li>• Has a realistic knowledge of personal strengths and areas for development</li> <li>• Can demonstrate flexibility of approach</li> <li>• Shows a realistic appreciation of the challenges of working with children and young people/vulnerable adults</li> </ul>			
<b>Other</b> <ul style="list-style-type: none"> <li>• Ability to travel across the County sometimes at short notice</li> <li>• Satisfactory Disclosure and Barring Service</li> </ul>	<b>A/I</b>		

**Organisation Structure** *(please highlight the role)*

