

# Hertfordshire County Council

## Job Outline



<b>JOB TITLE:</b>	Early Intervention Vehicle Practitioner
<b>PROFESSION:</b>	Occupational Therapist or Social Worker
<b>GRADE:</b>	M1
<b>REPORTS TO:</b>	Deputy Team Manager / Team Manager
<b>TEAM:</b>	Health and Community Services
<b>DEPARTMENT:</b>	Herts Valleys Older People and Sensory Services team

### PURPOSE OF THE JOB

Contribute effectively and professionally to the work of the Adult Care Services Herts Valleys Older Persons teams working alongside the Central London Community Healthcare NHS Trust (CLCH) working with those aged 65 years and over with a crisis presentation, with a view to preventing hospital admissions and promoting enablement care in the community. As a Hertfordshire County Council employee, practitioners will be committed to safeguarding processes and promoting the wellbeing of the service users they assess.

Practitioners will endorse and act in accordance with the principles of personalisation, ensuring that care and support are person-centred and as far as possible put the people with whom they work in control of their lives. In doing so they will carry out assessments of need, risk assess, plan and deliver services and effectively liaise with voluntary and statutory agencies as well as service users' personal networks. Practitioners will practice within their professional codes of conduct and have applied knowledge of the Mental Capacity Act.

Practitioners will be responsive, inclusive and community based with significant expertise in functional assessment and enablement. More specifically, practitioners will;

- Reduce ambulance and A&E attendances and prevent hospital admissions for Hertfordshire residents aged over 65 years in their own homes or care homes.
- Work alongside a CLCH nurse or paramedic in a dedicated response vehicle to provide safe, timely, high quality geriatric assessment for service users who are acutely unwell. Assessments to include physical health, functional ability, cognitive function, nutritional status, mobility, and falls risks accounting for service user's home environments and support systems.
- Promote enablement and independence and identify service users future health and social care needs and refer appropriately to partner organisations such as, Rapid Response, Social Care Teams and other Health Professionals.

- Prevent future demands on ambulance, in-patient and social care services by providing timely and effective interventions.

More broadly, practitioners will support the delivery of the integrated vision to *'the People of Hertfordshire so that they feel well informed about what's available to them so they can lead safe, happy and healthier lives in a way they choose. They feel valued and listened to, have independence and a range of positive things to do. We offer the best and most responsive services in the country. These are services our staff feel proud to deliver and would be pleased to receive.'*

## **MAIN AREAS OF RESPONSIBILITY**

### **1. Responds to complex needs**

Provides professional expertise in situations which are complex or ambiguous. Works flexibly in crisis situations and adapts to the needs of the service users and demands of the service.

Uses analytical, clinical, functional and risk assessment skills to inform assessment and decision making and supports colleagues to do the same.

Completes support planning with service users to ensure that outcomes identified at assessment are met through the provision of support, equipment, adaptations and enabling programmes.

Enables emergency provision of equipment through effective prescribing, ordering, stock taking and fitting of equipment carried on the dedicated response vehicle.

Provides clinical leadership to less experienced staff. Prioritises and organises the workload of the Early Intervention Vehicle and supports the role of the Deputy Team Manager.

Works in partnership with statutory and voluntary organisations and service user's social networks in community settings to achieve positive outcomes for service users and carers.

Actively engages with, assists and provides advice to carers. Identifies carers entitled to carers assessments and refers appropriately.

### **2. Ensures effective safeguarding and risk management**

Identifies safeguarding concerns and effectively manages concerns or refers appropriately for safeguarding investigation. Applies knowledge of safeguarding processes and policy.

Assesses and manages risk, knowing how to intervene proportionately and ensuring people are protected from harm, while protecting their human rights. Applies knowledge of the Mental Capacity Act and Care Act.

Works collaboratively with the Central London Community Health service and

services user's GP to manage imminent risks and needs. Leads on positive risk taking and least restrictive practices.

Communicates effectively using a variety of skills: verbal and non-verbal, written and electronic, with a range of individuals and organisations to support the integrated health and social care model and ensure service user's needs are met.

Supports data collection, audits and incident reporting processes which inform best clinical practice and ultimately reduce risks to practitioners and service user's alike.

Provides identified training and support for colleagues in relation to safeguarding and risk management.

### **3. Addresses adversity and social exclusion**

Acts as the lead professional when an adult is at risk of social exclusion and assist people to deal with adverse circumstance such as poor health, poverty, inadequate living conditions; as well as maximising the strength of individuals, their families and their communities utilising knowledge of occupation to promote engagement.

Actively promotes Equality and Diversity and challenges discrimination.

### **4. Promote independence and autonomy**

Assesses service user's function and mobility in their home environment and provide alternative solutions to hospital admission such as assistive technology and adaptive equipment.

Identifies service users future health and social care needs and refer appropriately to partner organisations such as, Rapid Response and other relevant Social Care and Health teams with a view to achieving a reasonable degree to independence and autonomy.

Uses a person centred approach, developing creative and personalised solutions to assist people to manage their lives independently for as long as possible.

Promotes independence and community well-being, choice and control within a personalisation framework and uses self-directed support flexibly.

Undertakes preventative work to promote independence both with individuals and within wider project work.

Leads on Telecare and Assistive Technology. Keeps up to date with technology and services available within the Herts Valley's Area and shares information with the clinical team.

### **5. Prevention, early intervention and enablement**

Make effective use of the skills and resources within CLCH and community services, improving response time to incidents.

Promote falls prevention and future demands on ambulance and in-patient services.

Adhere to infection control policies and procedures.

Discriminate when to seek guidance immediately and be aware of the limitations of own clinical competencies.

Acts as the lead professional when a service user's health or capacity is deteriorating or likely to deteriorate (without intervention) and the alternative may be premature admission to institutional forms of care.

Works in partnership with other organisations to ensure an integrated approach to rehabilitation focussing on the strengths of the service user and their potential for maximising their own resources.

## **6. Demonstrate HCC Values and Behaviours and Professional Standards**

Carries out duties in a timely and responsive manner, in line with required HCPC / BASW Professional Standards, Codes of Conduct and HCC's Values and Behaviours framework.

Maximises efficiencies in care planning through consideration of charging systems and other funding streams.

Makes effective use of resources utilises all options available, working with service users and across organisational boundaries

Keeps and maintains accurate, up to date service user records, in line with professional requirements and departmental recording methods.

Identifies gaps in current service provision and seeks resolution.

Act as an ambassador and leader of the practitioners registered profession both internally and externally.

## **7. Development of Self and others and Supervision**

Maintains accurate and up to date knowledge of resources through continual professional development, supervision and active engagement with local communities.

Facilitates the integration of the Early Intervention Vehicle Service between Central London Community Health trust and Hertfordshire Adult Social Care Services and actively supports CLCH Paramedics / nurses to support service users to receive health and social care at their home.

Maintain own professional registration and adhere to your Professionals code of conduct.

Supervises less experienced qualified staff.

Participate in regular clinical and management supervision.

Actively contributes to the learning and development of others.

Takes responsibility for own professional development in line with an identified Personal Development Plan (PDP), and performs at an appropriate level of competence.

Undertakes or facilitates specialist training for Occupational Therapists, particular focus to Moving and Handling competencies as required and takes opportunities to maintain and progress career within the organisation.

Acts as a lead within the team on policy, procedure and practice and undertakes practice education of others. Provide or facilitate OT practice education opportunities & mentor others with this.

Utilises both the national and local contexts to support service development and OT/SW practice.

Provides professional leadership in situations which are complex or ambiguous.

Provides or facilitates advice & mentoring related to complex moving and handling and equipment issues, including advice to carers & organisations.

Provide clinical / professional support and direction for the Early Intervention Vehicle Service in the absence of the Duty Manager.

Assist the Duty Manager in managing work rotas.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

## **PERSON SPECIFICATION**

### **Qualifications and Knowledge**

#### **Essential**

- Qualified Occupational Therapist, Physiotherapist, Nurse or Social Worker registered with the relevant professional body.
- Relevant post qualifying experience of work with older people in the community.
- Evidence of Continued Professional Development (CPD).

#### **Desirable**

- Moving and handling experience.
- Practice educator qualification.
- Approved mental health professional.

- Understanding of the integration agenda.

### **Relevant Demonstrable Experience of:**

#### **Essential**

- Working with adults within a health and social care setting.
- Involvement in multi-agency work.
- Understanding of adult social care and legislation, strategies and guidance relevant to the post.
- Clinical reasoning and application.
- Understanding and application of an enabling approach to assessment and treatment.
- Proven history of effective staff / student supervision.

#### **Desirable**

- Applied knowledge of at least one of the following: Mental Capacity Act; Mental Health Act; Care Management; Continuing Health Care; Care Programme Approach; Housing Legislation.

### **Skills and Abilities:**

#### **Essential**

- For Therapists functional skills assessor with ability to prescribe and install minor aids.
- Risk management and positive risk taking.
- Awareness of the Rockwood frailty Scale and FRAC falls tools
- Human rights legislation and how these laws protect the rights of adults.
- The integration agenda – working as part of a multi-disciplinary / agency team.
- The personalisation agenda – applying creative problem solving to enable service users to receive health and social care in their own homes.
- Strong IT and report writing skills.
- Time management and prioritisation skills.
- Ability to work flexibly and closely with Ambulance staff.
- Strong written, verbal and non-verbal communication skills.
- Evidence based practice.
- Proactive, assertive and calm in crisis situations.

#### **Desirable**

- Works within a scheme of delegated authority.
- Applied use of Telecare and Assistive Technology.
- Mentors and supervises other qualified staff to be accountable, proactive, innovative, autonomous and to enhance performance.
- Analytically interprets research, audits and case law and presents to colleagues in an accessible way to inform practice.

## **Behaviours**

### **Essential**

- Works within HCC values and behaviours framework.
- Evidence of core professional values and behaviours.
- Motivated, reliable, dependable, and self-confident with an ability to work autonomously.
- Promotes independence and community based solutions.
- Demonstrates a commitment to lifelong learning, including sharing knowledge with others.
- Accepts responsibility and accountability for own work and can define the responsibility of others.
- Seeks and uses professional support appropriately.
- Flexibility to work 37 hours spread over seven days a week in a rolling rota, to support the delivery of a 07:30 to 18:30 service Monday to Friday and a split shift Saturdays and Sundays either 08:00- 15:30 or 11:00 – 18:15
- Acts as a professional role model within the Early Intervention Vehicle Service.

### **Desirable**

- Experience of utilising a wide range of knowledge and expertise to inform decision making and looks beyond immediate solutions.

## **LOCAL GOVERNMENT ASSOCIATION: STANDARDS FOR EMPLOYERS OF SOCIAL WORKERS AND SOCIAL CARE WORKERS (ENGLAND)**

*Hertfordshire County Council promote the Local Government Associations 'The Standards for Employers of Social Workers and Social Care Workers in England'*

*The purpose of the Standards is to sustain high quality outcomes for service users and their families/ carers/communities. The Standards for Employers are devised into three focal areas:*

- *Enabling employers to provide a well led professional environment*
- *Enabling social work professionals to maintain their professionalism*
- *Enabling them to practice more effectively.*

## **Criminal Background Check**

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment. In addition, you consent to allow the Council to retain a copy of the disclosure certificate within your personal file.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

## **Diversity and Inclusion**

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## **Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)