**To lead the assessment and development of person centred and clinically assessed care and support plans for new referrals (particularly new referrals within complex), ensuring appropriate interventions are agreed to drive quality and consistency in excellent care and support planning which enables people to live their best lives.**

**Role Purpose**

**Role Profile**

**Complex Care Assessment Practitioner**



# Key Accountabilities

## Service Delivery

* To undertake, guide, and support the development of person-centred assessments and interventions, identifying outcomes using a positive approach to risk, to improve the quality of life for people with learning disabilities and/or mental health issues which enables them to live a rich and full life.
* To be the subject matter expert and continuity support for new business, taking a proactive lead in initial assessments, settlement, and ongoing service delivery of a person supported ensuring continued evaluation, adaptation of support, and continuous practice development as their needs evolve, ensuring positive outcomes and the best experience possible as they adjust to changing environments.
* To take the lead on monitoring and evaluating the health and behaviour needs of the people we support, being a strong advocate for their needs, and working with the Clinical team, and the PBS Team where necessary, as well as external professionals to ensure Health and Behaviour and Crisis Plans are reviewed and updated regularly, keeping excellent records, and in line with policy and best practice.

## Business Development and External Relations

* To support growth and new business by conducting assessments of new referrals and provide professional feedback on suitability and working practices required before acceptance to ensure that the charity is able to provide the best support possible in line with the individual’s needs.

## People

* As part of our growing complex care strategic response, to coach, advise, and lead our diverse workforce in the development of excellent assessment and care and support planning processes, to build organisational care and support planning capability and drive care excellence.

## Quality and Compliance

* Leading the quality evaluation and quality review process of new services, undertaking strategic planning to identify areas of focus to ensure the delivery of key KPI’s, and regional quality and growth objectives. Ensure any learning from this activity is shared and incorporated into business development continuous improvement plans.

## Legal and Risk

* To proactively identify, escalate, and contribute to the management of potential risks, leading the mitigation of risks and issues for the effectiveness, quality, efficiency and compliance of a person’s activities, to ensure that the best interests of the people we support are always maintained.
* Take overall responsibility for and take the lead any clinical risk management, and to lead the service in the identification, escalation, and management of risks associated with any conditions, requirements, or controls conferred by the Mental Health Act, working closely with multi-disciplinary support teams (social work, local authority) ensuring demonstrable compliance with legal, regulatory, contractual and organisational standards.
* To coordinate and provide the quality response to serious concerns / crisis response and support the delivery of identified improvements, actively tracking, recording and examining outcomes after assessments, ensuring that recommendations are completed to ensure the health, safety, and wellbeing of the people we support and the achievement of positive outcomes.

## Operational Excellence

* To collaborate with key internal stakeholders to use reflective practice and continuous improvement, to identify learning outcomes, analysing and determining recommendations following serious/major incidents or events, and sharing learning to drive organisational continuous improvement and achieve strategic business goals.
* To work towards team goals and strategic aims by implementing new approaches, processes and projects, driving continuous improvement and working collaboratively to strive to be the best.
* Actively involve people supported and their families in providing feedback of their experience of the current service and suggestions for improvements to enable the charity to continuously improve.
* Champion exceptional care and support everywhere; including a person-centred ethos in every aspect of the role to support the organisation in achieving excellence, ensuring that the voices of people we support are always heard and build a culture of participation and meaningful involvement.

## Leading and Managing a Team

* Lead, develop, empower, and engage self and colleagues to perform at their best by living the Community Integrated Care values and promoting a results focused and harmonious working environment.
* Set expectations and manage, monitor, coach and develop regional teams to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities and experience.

**Scope and Geography** This is a regional role supporting the operations team, working closely with the regional Senior Leadership Team and reporting to the Assistant Director for the defined region.

**Travel Expectation** There will be requirement to travel across the region.

**Collaboration** It is expected that the post holder will proactively engage with the wider Regional Leadership Team and its supporting Business Partners, Operational, External Partners, and Support Services colleagues to ensure the right action and support can be delivered at the right time. The role will also interact and collaborate with nursing, medical and allied health professional team members.

**Budgets** This role will not have any direct budgetary accountability.

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| **Best Life Possible Success Measures** | |
| **Service Quality and Innovation** | * **Quality and Consistency:** Ensuring person-centred and clinically assessed Care and Support Plans are developed and implemented effectively measured through audits to verify compliance. * **Positive Behaviour Support:** Promoting positive behaviour support and providing guidance to operational leaders – reducing incidents of challenging behaviours * **Quality Evaluation**: Leading quality evaluation and review processes for new services, ensuring delivery of key KPIs and regional objectives. * **Reflective Practice and Continuous Improvement**: Using reflective practice and continuous improvement to drive organisational goals | |
| **Career Opportunity** | * **Upskilling Workforce**: Enhancing workforce skills in assessment and care planning, focusing on complex care referrals and crisis response. * **Subject Matter Expert**: Leading initial assessments, settlement, and ongoing service delivery ,empowering colleagues to seek advice and get the right support measured through colleague feedback. | |
| **Community Engagement** | * **Collaboration with MDT Stakeholders**: Working closely with social work and NHS partners to ensure person-centred and clinically assessed Care and Support Plans * **External Relations**: Building and sustaining relationships with regional partners to advance the charity's goals and improve its brand and reputation * **Community Feedback**: Involving people supported and their families in providing feedback and suggestions for service improvements demonstrated through customer feedback * **Championing Care and Support**: Championing exceptional care and support, ensuring the voices of people supported are heard and building a culture of participation | |
| **Sustainable Economics** | * **New Business Assessments**: Conducting assessments of new referrals and providing feedback on suitability and working practices * **Risk Management**: Identifying, escalating, and managing potential risks to ensure the wellbeing and safety of the people supported measured through risk registers * **Clinical Risk Management**: Leading the identification, escalation, and management of clinical risks, ensuring compliance with legal, regulatory, and organisational standards * **Mobilisation and Continuous Improvement**: Leading mobilisation assessment requirements and overseeing the creation and implementation of Care and Support Plans, incorporating learning into continuous improvement plans | |
| **Structure** | |

# Qualifications, Experience, and Knowledge

* Educated to degree level in health and social care (or equivalent)
* Further post graduate training in relevant clinical or research areas
* Minimum of Level 5 qualification in PBS, with a willingness to work towards a level 6/7 as part of the role
* England only – Trusted Assessor qualified
* Experience of care and support assessments
* Experience of working with people with learning disabilities and/or mental health issues
* Knowledge of Transforming Care Partnerships and/or Out of Area Placements
* Experience of working within regulatory environments
* Experience of working with a geographically dispersed team
* High level of computer / IT skills relating to understanding and managing databases and data
* Graduate level knowledge of psychological research methodology and statistical analysis
* High level of communication skills (written and oral)
* Good theoretical knowledge of psychological theories and concepts and their relevance to people with learning disabilities and/or mental health issues
* Understanding of issues related to confidentiality, mental capacity and consent
* High standard of report writing
* Knowledge of national policies about learning disabilities and mental health
* Experience working with Local Authorities, CCGs, and/or public sector organisations is essential.
* Experience working in a large, complex, multi-site, and geographically dispersed organisation is desired.
* Knowledge of the care sector including regulatory and contractual frameworks and relevant legislation

# Competencies, Skills, and Abilities

* Ability to maintain concentration for long periods during observations, assessments and interventions, and to deal with unexpected interruptions or changes during these
* Ability to manage emotionally stressful situations such as working with individuals who have experienced trauma, or with people who present with self-harming or aggressive behaviours
* Ability to develop credibility with internal and external stakeholders and build sound working relationships
* Subject matter expert in the region on quality and compliance issues
* Can lead and support ongoing improvement and impact at all levels
* Can build strong connections with various internal and external stakeholders
* Experience of coaching and developing others
* Very self-driven, proactive and optimistic
* Can work independently and within set timeframes
* Adaptable, flexible and creative in work style
* Can guide and inspire teams and colleagues to achieve and maintain better results

# Tasks and Responsibilities (representative, not exhaustive)

* To use professional judgement in managing complex and unpredictable care events and capture the learning from these experiences to improve care and service delivery.
* To promote a positive behaviour support approach in the region, making sure operational leaders have the appropriate support, advice, guidance, and coaching available, and communicating effectively with the Clinical Governance and Complex Care teams for alignment and consistency for achieving positive results.
* To organise complex activities or programmes for individuals, drawing on an appropriate range of multi-disciplinary and inter-professional resources in practice.
* Focussing on new referrals, in particular complex care referrals, and crisis response which will include individuals living within hospital inpatient and Assessment Treatment Units.
* Actively promote their region dare to be better by seeking out opportunities for growth and innovation through the development of thriving and life-changing partnerships in line with service or cluster strategic objectives.
* To work closely with wider multi-disciplinary team (MDT) stakeholders such as social work and NHS partners (Psychiatry, Speech and Language Therapy, Physiotherapy and Occupational Therapy).
* Carrying out role of Trusted Assessor (England only)
* Build and sustain external relationships with important partners in the region, such as wider multi-disciplinary team (MDT) stakeholders such as social work and NHS partners (Psychiatry, Speech and Language Therapy, Physiotherapy and Occupational Therapy) to be aware of the regional social care situation and advance and improve our charity's brand and reputation in pursuit of our charity's goals.
* To work in a professional self-directed manner, with confidence, authority and expertise, undertaking comprehensive range of assessment procedures.
* Have direct responsibility for people supported caseload, ensuring all individuals have an accurate plan of care, which reflects the assessment undertaken and incorporate the interventions recommended with appropriate monitoring and review protocols.
* To work within frequently challenging environments with high levels of physical and mental effort.
* To assess individuals holistically using a range of different assessment methods.
* To have a health promotion and prevention orientation and comprehensively assess individuals for risk factors and early signs of illness.
* To provide specialist advice and support to individuals, their families and support teams.

**Assessment Tasks:**

* To undertake assessments of people we support, completing self-report measures, rating scales, direct and indirect structured observations and semi-structured interviews. In England you will be qualified as a Trusted Assessor.
* To hold a high-level responsibility for the triage, assessment and planning of highly complex health and wellbeing needs. They will implement, evaluate and modify highly complex care / interventions which they have developed to meet those needs.
* To formulate and deliver of interventions involving the psychological treatment and/or management of an individual’s complex needs.
* To collaborate with multi-agency partners, including police, health professionals, and educational institutions, to ensure coordinated and effective interventions.
* To work with the MDT in planning and delivering care to achieve positive social and health outcomes and overcome barriers to good health and wellbeing.
* To work within local and national policy guidelines applicable to people with learning disabilities at times across both Scotland and England.
* Work collaboratively with Heads of Operations and the Quality Team, to plan and manage their Region’s support and cohorts of Service Leaders.

# Behaviours and Values

At Community Integrated Care “how” you approach your work is just as important as “what” you do. With that in mind, we have outlined the key behaviours that we look for at each level in our charity. This role aligns with level 4 in our guide to behaviour.

# Job Evaluation

Internal Evaluation Level: 4