

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN  
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

<b>JOB TITLE</b>	Site Co-ordinator
<b>BAND</b>	6
<b>RESPONSIBLE TO</b>	Clinical Manager / Matron
<b>ACCOUNTABLE TO</b>	Service Manager
<b>BASE</b>	The Lakes, Colchester
<b>HOURS OF WORK</b>	37.5 hours per week (incl. out of hours and weekends)

## ROLE SUMMARY

An exciting opportunity has arisen for the role of Site Co-ordinator within our Colchester inpatient facilities.

The Site Co-ordinator is key to ensuring that services continue to operate in a clinically effective and safe manner, including overnight and weekend periods. You will provide clinical oversight and assurance across a given site/ locality and be the first point of contact. You will be instrumental in maintaining and delivering high standards of quality care and patient safety.

This role involves both variety and complexity of working in a rapidly evolving programme of whole system change, presenting a fantastic opportunity to be part of our radical journey.

## KEY RESPONSIBILITIES CLINICAL

### **Key Dimensions**

The role is supernumerary, with the opportunity to be based on a ward/unit dependent on clinical and operational need. We are looking for autonomous, driven, solution-focused and confident practitioner(s).

You will have formal and delegated authority to take managerial decisions pertaining to clinical, operational, and resource related issues in the absence of the substantive Clinical Manager, working closely with other members of the senior on call team.

You will be responsible for the implementation of high standards of care delivery, ensuring the service provided is needs-led, compliant with national guidance and is viewed positively by service users.

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You will have the opportunity to influence and promote improved, dynamic and effective clinical practice across the service.

### **Key Requirements**

- Leadership experience at Band 6 in an inpatient setting.
- High level of clinical expertise in order to give professional advice and guidance on a broad range of clinical and operational issues.
- Ability to identify and assess complex clinical and operational matters and to ensure that the most appropriate action is taken.
- Extensive knowledge of wider care pathways, patient flows and service access routes.
- Detailed knowledge of The Mental Health Act 1983 as amended in 2007 and its associated policy requirements.
- Possess a working knowledge of the Mental Capacity Act and Deprivation of Liberty Safeguards Procedure and the Trust's Safeguarding Policy and Procedures; providing advice and guidance on their relevant implementation. Key Responsibilities
- In collaboration with the Senior On-Call management team, ensure effective resource allocation. This may include the procurement of 'out of area placements' when needed, in accordance with Trust protocol.
- To facilitate patient flow and transfers in order to ensure and maintain optimum bed occupancy in close collaboration with A&E Liaison, Crisis, and Home First services and all other services with gatekeeping responsibilities.
- Management and oversight of the Health Based Place of Safety (HBPOS).
- Liaison and links with AMHP Service and Emergency out of hours Duty Services (EDS).
- Emergency response coordination and management of incidents pertaining to:
  - Fire and evacuation
  - Major Incident and Lock Down
  - Medical and Psychiatric emergencies
  - Serious Untoward Incidents
  - Therapeutic and Safe Interventions and Seclusion
  - Summoning and requesting Police assistance
- First Line contact and facilitation of media enquiries, in conjunction with the On-call Manager.
- First Line response to unannounced out of hours CQC and associated regulatory visits, in conjunction with the On-call Manager.
- To provide advice and support to external agencies including, District General Hospitals and nursing home settings.
- Liaison with the call centre regarding any service related queries • First Line liaison with relatives and the handling of complaints

- First Line liaison with Trust Support Services operating 'On-Call' services; which may include IT, Estates and Facilities, Infection Control (as guided by the Contact Centre)
- You will have the shared authority to procure additional staffing through Bank or Agency sources.

### **Key Duties**

- At the commencement of each shift, ensure optimised skill mix to meet clinical need; which may include the redeployment of staff as appropriate.
- To liaise as necessary with the weekend locality based Clinical Matron and to ensure that information is provided in a timely basis to facilitate the effective functioning of the EPUT Winter Room.
- To oversee the appropriate management of all instances of seclusion as per policy.
- To participate in the daily weekend Sit Rep process and Safer Staffing Calls in order to ensure the coordination of flow and capacity in keeping with Trust Bed Management procedures and protocols:
- To participate in the daily safe staffing procedure by ensuring safer staffing information for all wards on site is updated in readiness for Sit Rep calls.
- To screen all ward requests for contact with the Senior on Call Clinical Manager.
- To ensure patient discharge/leave is recorded on Mobius/Paris as soon as a bed becomes available to maintain accurate and 'live' bed occupancy.
- To ensure that all planned ward based therapeutic and recreational programmes are maintained.
- Responsible for the management of the Section 136 Health Based Place of Safety and in liaison with the Senior on Call Manager ensuring all appropriate protocols are followed in the event of needing to suspend its use; in line with protocol.
- Ensure HBPos occupancy tracker is updated to reflect current occupancy/vacancy status in readiness for Sit Rep calls @ 9am & 3.30pm.
- To manage all emergency situations in line with local and Trust Policies and to attend the area where the emergency/incident has originated.
- To provide and receive detailed and thorough handovers ensuring that incoming Site Coordinators are fully briefed on all relevant activity and the management of any situations currently in hand.
- To initiate appropriate response to all HR related queries, including staff conduct and professional practice. This may include obtaining from the On-call Manager, delegated authority to suspend from duty, or restrict practice, in line with Trust Policy and Procedure.
- To ensure comprehensive liaison with other Site Coordinators across the Trust
- To ensure regular and effective communication with the Senior on Call Managers and On Call Director as required. The above schedule of responsibilities and duties is non-exhaustive and on occasions may include additional responsibilities in keeping with clinical and operational demand.

## ADDITIONAL DUTIES

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To participate in the staff appraisal process and to undertake for any staff you manage
- To keep yourself updated on all matters relating to Trust policy
- To provide management supervision where appropriate
- You will be expected to work collaboratively with key partner organisations, service users, carers, clinicians and other practitioners within the multi-disciplinary team in delivering services; providing a 7-day a week, 24-hours a day service for 365 days a year working shifts, where appropriate and operationally required.

## OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

### PEOPLE FIRST

#### OUR PURPOSE

We **care** for people, every day.  
What we do **together**, matters.

#### OUR VALUES

We **CARE**  
We **LEARN**  
We **EMPOWER**

#### OUR VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

#### OUR STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

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## **ASSURANCE STATEMENT**

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

## **NHS CONSTITUTION**

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## **DUTY OF CANDOUR**

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further

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processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;

- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **CONFIDENTIALITY**

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Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

“Confidential Information” includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust’s Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

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Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**