First Contact Clinical

JOB DESCRIPTION

1. JOB DETAILS

   Job Title: Psychosocial Practitioner

   Salary: £24,000

   Hours: 37.5 hours per week

   Location: South Tyneside

   Accountable to: Senior Psychosocial Practitioner

2. JOB PURPOSE

- Provide coaching to people who are current high intensity users of emergency ambulance calls and unscheduled care interactions to support them to develop the knowledge, confidence and skills to manage their health and the impact it has on their day to day life.
- Work with people who may not be accessing scheduled services and therefore rely heavily on unscheduled services, this could include homeless persons, self-harmers and medical, social presentations.
- Work in a person-centred way as part of our High Intensity User Service and the local health, social care and voluntary sector system.
- Contribute to the development and delivery of our high-quality behaviour change training programmes.

3. MAIN DUTIES

- To work as part of a team developing an innovative Person Centred, Community Based Behaviour Change Service in South Tyneside
- To work as a small team creating an innovative way of supporting High Intensity Users of ambulance 999 services, A&E and non-elective admissions
- To provide a coaching service for people who may not be accessing scheduled services and therefore rely heavily on unscheduled services. Establishing what matters to them and supports them to implement solutions they can identify with, with the aim of increasing their confidence, knowledge and skills to self-manage
- To provide holistic care to a case load of people, providing personalised psychosocial interventions including, but not limited to, agenda setting, problem solving, motivational interviewing, goal setting and signposting
- Lead in removing potential barriers and stigma associated with High Intensity Users to promote equality, diversity and safeguarding system-wide
- Act as an advocate for the patient, guiding them through a complex journey and multi-faceted approach that results in appropriate use of scheduled and unscheduled care services
- Develop robust and active links with the A&E and unscheduled care groups and connect well with other partners.
- A further element of the role would be coordination, sharing and learning of the work with colleagues to promote safe practice and sustainability.
- Promote the early identification, adoption and spread of new ideas that are robust enough

- to remain in clinical practice
- To enthusiastically implement a biopsychosocial framework
- Have an understanding of the different models of patient engagement such as patient activation and health literacy, and confidently use person-centred outcome measures of these
- To deliver face to face sessions, telephone sessions and group programmes
- To understand the boundaries of coaching and ability to identify and act accordingly when coaching is not appropriate and being able to sensitively discuss alternatives or escalate appropriately
- To actively engage in supervision and training with a commitment to personal development
- To facilitate group sessions, confidently managing group dynamics, and promote mutual aid, where appropriate
- To be familiar and up-to date with the wider offer from local or national health, social care and voluntary sector organisations, as relevant to people
- To ensure accurate reporting and data collection, where appropriate
- To work unsupervised in a manner that promotes excellent person care and experience, while recognising professional and organisational requirements and boundaries
- To contribute to the monitoring and implementation of all policies and systems as they relate to service delivery, in particular: Health and Safety, Safeguarding, Vulnerable Adults and Lone Working
- To be professional with people, colleagues, volunteers and professionals at all times
- Have an understanding of the evidence base around self-management support and person-centred care
- To undertake any reasonable duties/responsibilities required to meet the needs of the developing service with a flexibility to work weekends and evenings if required
- To ensure regular review of risks and issues that could impact on individual care and wider service delivery
- To adopt our quality improvement methodology and seek to continuously improve our systems for the value of our clients
- Contribute to the development and delivery of our high-quality behaviour change training programmes.
- To contribute to the company's marketing, promotion and publicity

This list is not intended as an exhaustive list of duties and responsibilities. The post holder will be asked to carry out other duties which are appropriate to the skills of the post holder and grade of the post as the priorities of the service change.

PERSON SPECIFICATION

SPECIFICATION	ESSENTIAL	DESIRABLE
QUALIFICATIONS / EDUCATION / TRAINING	- Readiness to complete training as appropriate - Motivational Interviewing qualification - Psychosocial Intervention qualification(s)	- Coaching qualification - Facilitator training
EXPERIENCE AND	Knowledge of the	Experience of training delivery

KNOWLEDGE	determinants of behaviour and the barriers people may face in changing their behaviour • Experience of working with vulnerable adults or people from disadvantaged communities in health and/or social care settings • An understanding of the evidence base and development of self-management in the UK and person-centred care • Knowledge of a broad range of relevant health issues, including health inequalities and public health • Knowledge of organisations and systems, an understanding of the role of organisations and professionals from the statutory and voluntary sectors. • Experience of interagency working to facilitate safe and effective care for patients with complex needs. • Experience of managing workload and working independently • Demonstrable understanding of the importance of patient confidentiality • Experience of working in a person-centred way • Experience of using coaching in a health or social care setting • Understanding of the biopsychosocial model of health • Experience of managing a caseload • Experience of communicating highly complex and sensitive information to a wide range of internal and external stakeholders.	• Experience of facilitating mutual aid groups.
SKILLS AND ABILITIES	• Proficient in creating and maintaining Personalised	• Knowledge or skills in the use of patient electronic record systems,

	Support and Care Plans to provide bespoke care in a preferred setting. • Excellent communication skills, demonstrable skills in supporting behaviour change • Excellent interpersonal skills • Ability to keep accurate written records • Competent user of IT systems including Microsoft Office or equivalent • Evidence of analytical and assessment skills • Excellent organisation skills, with the ability to prioritise effectively • Ability to engage in reflective practice • Skilled in active listening, building trust and relationship skills • Ability to recognise and managing conflict • Confident trainer • Ability to act with integrity and to manage complex client conversations within clear boundaries of the role • Understanding of safeguarding and risk assessment • Understanding of the importance and recognition of professional boundaries	e.g. EMIS, RAIDAR • Excellent group facilitation skills
PERSONAL ATTRIBUTES	• Self-aware and a reflective practitioner • Committed to ongoing personal and service development • Flexible and adaptive – demonstrating a growth mindset • Able to work effectively independently and as part of a wider team • Resilience in a rapidly changing environment • Confidence in communicating with a wide range of people,	• Evidence of working within innovative practices

	colleagues and professionals • Comfortable working within group settings • Confident to deliver training to small to medium size groups • Person centred • Anti-discriminatory and aware of own bias	
PHYSICAL REQUIREMENTS	• Ability to meet the travel requirements of the job • Driving license and use of own vehicle	