

Transitions Coordinator

JOB DESCRIPTION

Job Title:	Transitions Co-Ordinator
Pay Band:	7
Department/Base:	Newland House – CAMHS Children's Services
Directorate:	Children's Specialist Services
Responsible to:	Service Manager
Accountable to:	Head of Specialist Children's Services
Purpose of the Job:	To co-ordinate CAMHS transitions

Job Summary: To work in collaboration with the Clinical Lead to co-ordinate transitions from CAMHS to Adult Mental Health Services or step down to Primary Care in line with the standards defined in the CYPMH Transitions CQUIN.

Key Responsibilities:

Working with the Clinical Lead to deliver the CYPMH Transitions CQUIN. The milestones to be achieved for the CQUIN are:

- Service users approaching transition have had a meeting to prepare for transition, at least six months before transitioning, or for individuals who are less than six months from transition age on joining the sending service, at least one month before transition. The meeting needs to include:
 - the young person;
 - the appropriate key worker from the sending service;
 - where applicable, a dedicated point of contact for transition from the receiving service; and
 - where appropriate and the young person agrees, the young person's parent(s)/carer(s).
- Service users complete transitions plans need to be signed off by:
 - The sending and receiving service.
 - The Young Person.
 - Where appropriate the Young Person's parent or carer.
 - The plan should include jointly agreed personal transition goals
- There needs to be an allocated transitions key worker.

- Those Young People leaving CYPMHS who will not transition to AMHS but back to primary care to have a discharge plan that has been developed and shared with the Young Person and shared with Primary Care.
- A post transition survey is carried out to determine whether transition goals have been met.
- To attend the trust CQUIN Assurance meeting.
- To report CQUIN progress to the Head of Quality and Governance.

In addition to the CQUIN milestones:

- Complete the audit for the CAMHS Quality Schedule
- To co-ordinate Transitions for:
 - Community CAMHS
 - Inpatients
 - Eating Disorders
 - ADHD/ASD
 - And to liaise with Looked After Children with regards to their transitions processes
- To hold a transitions case load of CYP only open to medics and no other co-ordinator
- Responsibility for Staff Training with regards to Transitions i.e. to ensure that Staff understand the process, the Clinical Systems requirements and the agreed timescales.
- Embedding CPA within the Transitions Process
- To review policy and develop processes to improve Transitions for:
 - Inpatients
 - Learning Disability
 - Non-CAMHS
 - Looked After Children
 - SEND
 - Paediatric Psychology
- To ensure the continuation of Service User Engagement for transitions, with regard to planning, monitoring and review.
- The post will continue to hold responsibilities within CAMHS for Screening, Safeguarding Supervision and Team Lead on Call.

Communication Requirements:

- Excellent oral and written communication on a regular basis with a broad spectrum of key stakeholders including:
- Staff across Northamptonshire Healthcare NHS Foundation Trust
- General Practice
- Staff in other NHS Trusts
- Northamptonshire County and Borough Councils
- Social Services representatives
- Voluntary Organisations
- Patients, Carers & The Public

Key Result Areas:

- To support the designated teams to meet service objectives, embrace performance monitoring and develop effective reporting mechanisms.
- Critically evaluate and interpret evidence based research findings, making informed judgments about their implications for changing/developing services and clinical practice.
- To contribute to the development of and implementation of service and performance measures, that links service deliverables to health and patient outcomes.
- To be pro-active in developing, partnerships building and cultivating support.
- To contribute to the development of shared policies and procedures that actively contributes to seamless services and enables integration across organisational boundaries and between key partners.
- Work collaboratively across the health community with Service Managers, Clinical Lead and partners in Adult Mental Health.
- To support the facilitation of a strong customer focus and user engagement to ensure regular and timely feedback that supports rapid innovation to improve effectiveness.
- To challenge complacency and identify activities that do not achieve demonstrable improvements in patient and health outcomes, gaining staff and team ownership of change.
- To respond to complaints in accordance with Trust policy.
- To support the embedding of reporting, monitoring and learning from incidents in accordance with Trust Policy.

- Comply with standard infection control precautions to prevent or minimise the spread of micro-organisms and communicable diseases to patients, staff and surrounding community.
- Ensure that any matters relating to safeguarding children and vulnerable adults are identified and raised with the relevant named lead and dealt with in accordance with Trust policy.

Other:

- To represent the service and its interests, as required at local and national events.
- To undertake other duties commensurate with this band as and when requested.
- To keep updated as to current local and national policy and strategy.
- To work with regard to the NHFT policies and procedures at all times.
- The post holder will actively contribute to specific health and social care groups relating to the area and scope of responsibility.

Most Challenging part of the role:

- Able to act independently, decisively and effectively within areas of responsibility.
- Ability to watch and listen to implicit key messages and respond appropriately.
- Able to effectively and appropriately deal with criticism and challenging people and situations.
- Ability to positively and creatively challenge current thinking in order to assist in the development of new and better policy & operational working practices.
- The ability to interpret general policy for the teams.

Effort and Environment:

- Frequent travel across the locality area and some attendance at countywide venues.
- Requirement to carry laptop computer and/or projection equipment (approx 3kg) to meetings for presentation purposes and carrying of laptop computer to facilitate flexible working.
- Occasional periods of prolonged concentration may be required when analysing performance information, scrutinising delivery plans, writing reports and formulating future strategies in climate with many competing priorities.
- Day to day leadership responsibilities may require the post holder to deal with personal staff issues.
- Ability to demonstrate independence of thought.

- Ability to switch tasks as a result of managing a number of strands of work as a result of interruptions and /or arising situations requiring urgent attention.
- To be able to manage highly sensitive information
- To communicate a range of complex, sensitive and contentious information in a range of formats including one to one meetings, formal and informal meetings, written reports and electronic communication including small databases.

STATUTORY AND MISCELLANEOUS

1. This post is subject to the terms and conditions of employment of Northamptonshire Healthcare NHS Trust.
2. No Smoking – In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds, and all Trust owned or leased vehicles.
3. Annual leave must be booked in conjunction with the team leader/line manager to ensure that service provision is adequately maintained.
4. All employees are subject to the requirements of the Data Protection Act and must maintain strict confidentiality of patient records and the business of the Trust's staff, residents, patients and general public which they may learn in the execution of their duties..
5. Whilst on duty, the post-holder will be required to wear a name badge issued by Northamptonshire Healthcare NHS Trust; in some parts of the Trust a security identity badge may be required.
6. To be aware of the responsibility of all employees to maintain a safe and healthy environment to patients, visitors and staff.in line with the Health and Safety at Work Act 1974.
7. To ensure that all duties are carried out to the highest possible standard and in accordance with current quality initiatives within the area of work and the Trust Equal Opportunities Policy.
8. To have a commitment to identifying and minimising risk, report all incidents and report to manager any risks, which need to be assessed.
9. The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures and any breach may result in disciplinary action.
10. It is the duty of all staff working for the Trust to safeguard children and adults and undertake safeguarding of adults and children training at an appropriate level.
11. The post holder is expected to comply with all relevant Trust policies, procedures and guidelines. Any contravention of the Trust Policies or managerial instruction may result in disciplinary action being initiated.
12. The post holder will participate in the culture of involvement in NHFT. They will be aware of national and local initiatives in order to promote participation and

involvement with young people and families, and will liaise with the relevant staff to ensure that involvement opportunities are shared with the young people and families that they are in contact with.

Professional Registration:

All qualified/professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professionally registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Review of Job Description/Person Specification:

This is not an exhaustive list of duties and responsibilities, but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required of you commensurate with your grade and/or hours of work at your initial place of work or at any other of the Trust's establishments.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager and those working directly to him or her. You will, therefore, be expected to participate fully in such discussions and, in connection to them, to re-write your job description to bring it up-to-date if this is considered necessary or desirable. It is the Trust's aim to reach agreement on reasonable changes, but if agreement is not possible the Trust reserves the right to effect changes to your job description after consultation with you. Appropriate notice of such changes will be given.

Employee/Managers Signature:

I agree that this Job Description is a true reflection of the main duties and competencies required to carry out my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

PERSON SPECIFICATION/SELECTION ASSESSMENT FORM

Post Title: Transitions Coordinator

Location/Department: Community CAMHS

AfC Pay Band: 7

Person Specification Selection Criteria:	Weighting: 3 Essential 2 Important 1 Desirable	Interview Comments and Justification:	Ratings: A Excellent B Good C Satisfactory D Poor			
Qualifications: <ul style="list-style-type: none"> • Relevant professional qualification • Post qualification experience • Educated to diploma/degree level with a post-graduate qualification at least degree level or equivalent experience or competencies 	3 3		A	B	C	D
Experience: <ul style="list-style-type: none"> • Proven ability to contribute to Service 	2					

development					
• Evidence of recent and ongoing C.P.D / learning, including leadership development	3				
• A proven track record of using professional knowledge (managerial and/or clinical) to bring about change.	2				
• Proven track record and significant experience of successful working with different staff groups.	2				
• Awareness and understanding of different professional roles within service area	2				
• Experience of facilitating and managing change.	2				
• Experience of working with senior managers and leaders.	1				
• Understanding of the local NHS structure, strategy, vision and policy.	3				
• Understanding of service improvement tools and techniques.	2				
• Understanding of the broad governance agenda	3				
Skills and Knowledge:	3				

<ul style="list-style-type: none"> • Demonstrates a wide range of leadership qualities, skills and behaviours. 	2					
<ul style="list-style-type: none"> • A high level of communication skills will be required to engage NHS senior managers, clinicians, and local communities in highly complex service development and change issues. This includes the highly developing interpersonal, negotiation, influencing and conflict management skills. 	3					
<ul style="list-style-type: none"> • Analytical and problem solving skills will be required for assessment of complex facts or situations regarding service developments. 	3					
<ul style="list-style-type: none"> • Proven team worker with ability to motivate others. 	3					
<ul style="list-style-type: none"> • Aware of own strengths and development needs. 	3					
<ul style="list-style-type: none"> • Highly developed presentation skills. 	3					
<ul style="list-style-type: none"> • Able to understand and work within complexity and translate it into understandable knowledge. 	2					
<ul style="list-style-type: none"> • Training, coaching and mentoring skills 	2					
<ul style="list-style-type: none"> • Well-developed presentation skills, both written and verbal with IT literacy. 	2					

<p>(capable of producing reports/documents/ presentations as appropriate).</p> <ul style="list-style-type: none"> • Prioritisation skills with ability to manage multiple strands of work. 	<p>3</p> <p>3</p>					
<p>Other requirements:</p> <p>Physical Effort:</p> <ul style="list-style-type: none"> • Good attendance record • Ability to travel between sites • Self-motivated and dynamic • Tenacious and resilient • Organised and assertive 	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>					