

## 1. JOB IDENTIFICATION

Job Title:	<b>Thrive Coordinator (Mental Health - Community)</b>
Responsible to:	Mental Health and Substance Misuse Manager
Department(s):	NE Community Mental Health, SW Community Mental Health, SE Community Mental Health, NW Community Mental Health
Directorate:	Mental Health Services, Edinburgh Health and Social Care Partnership
Operating Division:	
Job Reference:	050779
No of Job Holders:	

## 2. JOB PURPOSE

Lead and manage the multi-agency Thrive Welcome Team for a given Edinburgh locality including the coordination and allocation of work to staff from NHS Lothian, City of Edinburgh Council and the third sector.

The post holder is responsible for maximising service provision, including the delivery of safe and effective practice, ensuring that all local and national guidelines and standards are adhered to and met.

## 3. DIMENSIONS

The XX locality has a population of approx. 125,000 – 130,000 and contains ZZ GP practices. The team is likely to receive approx. 25 referrals per week.

The post holder will have a designated base but will work across the locality seeing people with mental health problems in a variety of settings including health centres, community settings or the service user's own home.

### Financial Responsibilities:

Delegated staffing budget responsibility for statutory staff employed within the Thrive team.  
Delegated budget for supplies cica £200.

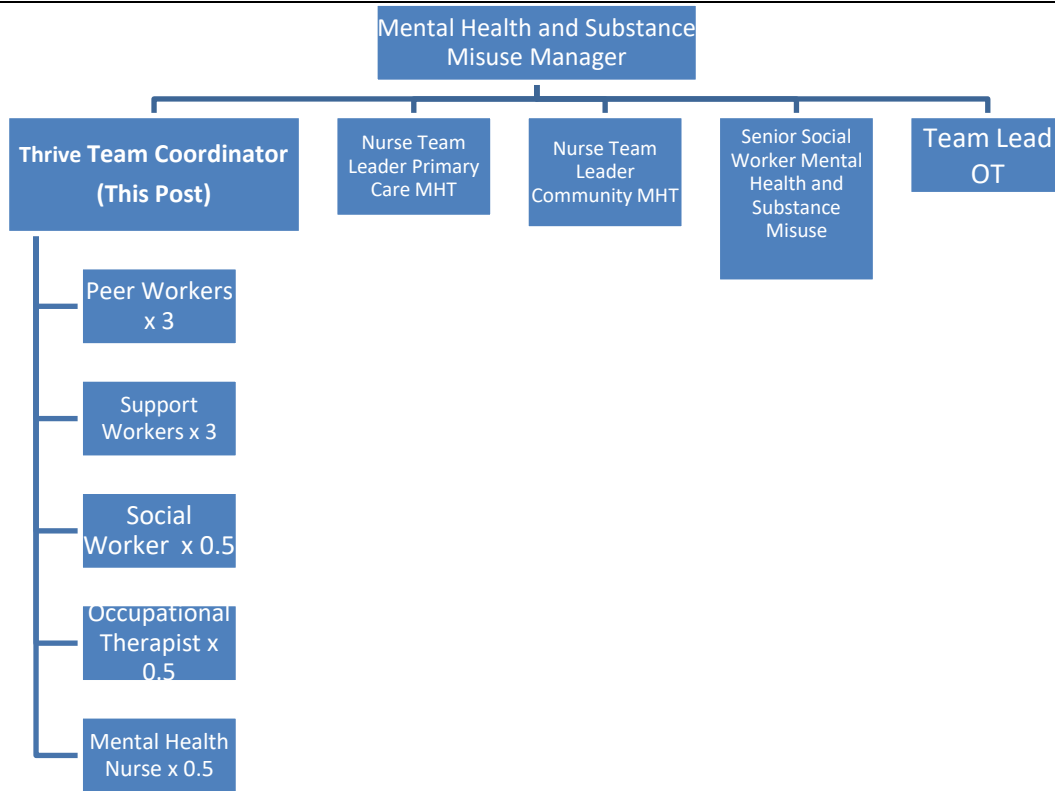
### Staffing Responsibilities:

Responsible for the line management and leadership of staff from NHS Lothian, City of Edinburgh Council and third sector. Professional leadership and governance will come from within the Mental Health and Substance Misuse Team. Any disciplinary issues that arrive within the Thrive team will be led by the professional leads in the Mental Health

teams.

There may be a requirement to work flexibly across the City of Edinburgh to meet service demands.

#### 4. ORGANISATIONAL POSITION



Key:

Team leads within MHSM service represents professional accountability.

#### 5. ROLE OF DEPARTMENT

The Thrive Welcome Team is a multi-agency team, which helps people with mental health problems receive timely and effective support. It acts as a point of access into locality mental health services. The team comprises: peer workers; (Thrive) support workers; mental health nurses; mental health OTs; social workers; and administrators; and works extremely closely with psychologists and psychiatrists.

The team uses a conversational approach to

1. help connect the person seeking support to community supports
2. work closely with the person if they need immediate additional support
3. connect the person to longer term support or treatment if required

The Thrive Practice Model combines a solution focused and motivational interviewing approach with interpersonal, attachment and trauma informed based engagement

### The team enacts Thrive Values

1. We make shared decisions and value people's skills and experiences
2. We always work collaboratively with a flattened hierarchy
3. We always build trust and foster empathetic and honest relationships
4. We are always person centred
5. We show kindness and compassion and treat people with respect and dignity
6. We always start with people's strengths and build on these
7. We always engage people as citizens in their community and embrace the whole person
8. We give permission to try new things, adapt, and learn
9. We deeply believe our people are our greatest assets
10. We always treat people as equal partners

## 6. KEY RESULT AREAS

### **Management and Leadership Responsibilities:**

1. Lead by example and act as a positive role model for all staff, promoting team working and managing the team skill mix to deliver clinically effective, high quality, safe, person centered care in accordance with Thrive principles and values.
2. Line management responsibility for staffs employed by CEC or NHS Thrive Welcome Team including recruitment and development of team members including; induction, mandatory training, identification of learning and development needs of all members of the team through performance review and personal development plan (PDP), matters of discipline and grievance. Responsible for ongoing maintenance of all staff personal files ensuring these are complete and up to date e.g. training, annual/sick leave etc.
3. Professional leadership for members of the Thrive Welcome Team with the postholder's profession in common. Professional leadership for other members of the team will be provided by Nurse/OT Team Leaders and/or Senior Social Worker from within the mental health locality. Third sector leaders will provide professional leadership for staff they employ.
4. Work in conjunction with members of the Multi-agency team to deliver Thrive outcomes through effective leadership, multidisciplinary team working, leading the multiagency team to ensure clinical and staff governance is achieved and maintained.
5. Facilitate and create an environment that supports learning for all staff providing mentorship and practice supervision, to enable all team members to continuously update, develop and implement current knowledge and skills to meet changing needs of the service. Deliver and contribute to teaching/mentoring/coaching sessions as required including encouraging innovation.
6. Resolve and manage complaints to conclusion in line with relevant organisational policy. Understand and share the learning points emerging from the investigation of complaints ensuring structured feedback systems are in place and that action plans are implemented to enhance the delivery of the service and improve patient / carer's experience.

7. Leads the development and implementation of local procedures, protocols and standards and implementation of organisational policies ensuring adherence of staff at all times.
8. Deputise for the Mental Health and Substance Misuse Manager as required in their absence to maintain effective operational management of the clinical area.
9. To be accountable for maintaining all records acting within boundaries of postholder's registration and in line with local and national guidelines and policies.
10. Responsible for ensuring that care is allocated, planned and delivered by all members of the Thrive Welcome Team in accordance with Thrive values and the Thrive Practice Model, through chairing allocation meetings, supervision of staff, creation and monitoring of local standards via audit and review.
11. Responsible for own practice following the Thrive Practice model working with people with mental health problems including assessment, planning, implementation and evaluation of Thrive plans ensuring consultation with, and involvement of the person and where relevant, their carer, at all stages of the process to ensure delivery of a high standard of care.
12. Leads the inter-professional approach to the coordination and planning throughout the person's journey from initial contact ensuring the delivery of seamless care, including involvement of citizens including carers and coordination of multi-agency activities.
13. To contribute to or chair case conferences, Adult Protection Case Conferences or equivalent meetings as appropriate providing reports as required. To participate in Interagency Referral Discussions
14. Leads on continuous quality improvement of care and team development in particular leading on 'Thrive prototyping labs'. Be actively involved in projects including research and audit disseminating findings to all members of the multidisciplinary team, adopting and implementing best practice
15. Ensuring compliance with National Waiting Times, where relevant.
16. Responsible for a delegated staffing budget and small supplies budget.
17. Responsible for risk assessment and safety planning and for ensuring the team is trained and competent in delivering high quality risk assessment and safety planning and monitoring the effectiveness of this.
18. Responsible for health and safety and incident management within team including implementation of action plans and associated learning to ensure ongoing compliance with related legislation and guidelines, including Health and Safety at Work Act and NHS Lothian and City of Edinburgh Council Health and Safety policy and reporting systems, to safeguard patients, visitors and staff.

<p>19. To uphold through the application of appropriate behaviours and attitudes: Thrive Values; NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility and support team members to uphold both Thrive and their employing organization's values.</p>
<p><b>7a. EQUIPMENT AND MACHINERY</b></p>
<p>The postholder will be expected to be responsible and knowledgeable in the safe use of all clinical and non-clinical equipment used within the area ensuring this is checked and maintained and where problem is identified these are resolved so that all equipment is fit for purpose.</p> <p><b>Note:</b> New equipment may be introduced as the organisation and technology develops, however training will be provided.</p>
<p><b>7b. SYSTEMS</b></p>
<p>The following are examples of systems which will be used when undertaking the role:</p> <p>HR Systems for recording of all staff information, training activity, pay information  Supplies and equipment ordering systems  Patient information recording systems  Range of systems/databases for report writing as required in role  Risk assessments  Staff bank ordering system</p> <p><b>Note:</b> New systems may be introduced as the organisation and technology develops, however training will be provided.</p>
<p><b>8. ASSIGNMENT AND REVIEW OF WORK</b></p>
<p>The post is self-directed and the postholder will organise workload in response to the demands of the service.</p> <p>Work review will be by the line manager in line with the agreed personal development plan.</p>
<p><b>9. DECISIONS AND JUDGEMENTS</b></p>
<p>The post holder is expected to make management, leadership and professional autonomous decisions, demonstrating critical analysis and decision-making skills, on a daily basis, including provision of advice to the multidisciplinary team.</p> <p>Makes decisions in relation to skill mix and application of policy and procedure to support, guide and direct both staff and patients within area of responsibility.</p> <p>Recognising and addressing staff performance issues timeously taking corrective action and continuously monitoring to ensure a positive outcome is achieved.</p>

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Motivate and inspire the multidisciplinary team to ensure effective collaborative working is achieved.

Manage staff from three different employers taking account of different terms and conditions and policies, whilst ensuring the effective coordinating work, monitoring and evaluation of outcomes.

Creating an environment to enable implementation of change, including engaging and motivating staff to embrace and implement the change and overcoming any resistance.

Addressing the equality and diversity needs of patients and staff.

## **11. COMMUNICATIONS AND RELATIONSHIPS**

Communicate verbally and in writing to members of the multidisciplinary team; statutory and non-statutory services with the ability to express professional views within group settings and support client advocacy.

The postholder will communicate with patients with mental health problems who may be hostile or antagonistic.

In addition to the above other contact falls into the following main categories in relation to healthcare, staffing and service issues:

The postholder will be expected to communicate, negotiate and liaise with:

Professional Leads for each profession and third sector employers to ensure safe and effective practice.

The patient, relatives, carers and the multi-agency team involved in the provision of care. Health, social work and third sector staff regarding care, allocation of work, workload issues.

Other relevant departments within NHS Lothian and City of Edinburgh Council e.g. Facilities, Estates, Domestic Services.

Partnership, Trade Union and Professional Organisation representatives in relation to service and staffing issues.

The Team Coordinator is responsible for ensuring a multi-agency team approach including interacting with key staff in service delivery including: Medical, Therapists, Finance, Procurement and Support Services, Education Facilitators, Health and Safety and Risk Management.

## 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Examples may include:

### **Physical Skills:**

Standard keyboard skills

Breakaway technique

### **Physical Demands:**

Stand/walking for the majority of shift.

### **Mental Demands:**

Frequent concentration required whilst undertaking the managerial components of role.g. [add example]. The postholder will be subject to frequent direct and indirect interruptions from patients, relatives and the multidisciplinary team.

Concentration required when undertaking clinical role including observing patient behaviours which may be unpredictable and providing ongoing risk assessment.

1:1 conversations with patient's up to one hour at a time.

Concentration required when undertaking group work with patient's.

### **Emotional Demands:**

Communicating with distressed/anxious/worried patients/relatives.

Communicating complex issues with the multidisciplinary team.

Caring for patients following receipt of bad news and supporting relatives.

### **Working Conditions:**

Exposure to body fluids e.g. spitting

Exposure to verbal and physical aggression several times - weekly.

Lone Working.

## 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Degree in Nursing Mental Health Nurse Registered with Nursing and Midwifery Council or Degree in Occupational Therapy and registered with the Health and Care Professions Council or equivalent recognized by the Royal College of occupational Therapist or Degree/Diploma in Social Work and SSSC registration

Evidence of further education including post-graduate certification/diploma/Continuous Professional Development in, for example, Mental Health Officer post graduate training, Delivering Leadership and Excellence

Relevant experience in mental health with ability to demonstrate appropriate skills and knowledge particularly in areas of therapeutic 1-1 work and group work.

Experience in and knowledge of risk assessment and safety planning

Experience of management, education and training

Ability to demonstrate skills in inter-professional and multiagency working

Ability to demonstrate effective communication and time management skills.

IT skills.  
Audit experience.  
Experience of problem solving skills.

**14. JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: