

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: Referral Co-ordinator – Single Point of Access (SPA) – Bucks Psychological Therapies Pathway – Healthy Minds

Band: 6

Responsible to: [Team Leader – Bucks Psychological Therapies Pathway](#)

Accountable to: Head of Service – Bucks Psychological Therapies

Place of work: [Prospect House High Wycombe](#)

Hours: 22.5 hours (0.6 WTE)

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JOB PURPOSE

The Psychological Therapies Referral Co-ordinator will assist with co-ordinating and ensuring the successful day to day management of all referrals in the Buckinghamshire Psychological Therapies Referral Pathway for Adults and Older Adults. Part of the role will also involve offering clinical supervision/advice to clinicians who are carrying out Brief Screening assessments face to face or on the telephone on a daily basis. You will also support clinicians to step clients up and out of the service and will liaise, on behalf of clinicians if necessary, with GPs, referrers, other statutory and non-statutory services in the Trust to ensure clients are signposted to the best service.

DUTIES AND RESPONSIBILITIES

- a. To screen and manage all referrals from Step 2 to 4 within the Psychological Pathways in Buckinghamshire.
 - b. To access and have knowledge of a variety of databases to access information i.e. Care Notes and PC-MIS.
 - c. To screen patients whilst on the telephone when the referral information is unclear or lacking detail and to convey often complex and sensitive information in a clear, reassuring and containing manner.
 - d. To ensure the referrals are allocated to the right Steps in liaison with the appropriate clinicians within the service. To manage referrals quickly and smoothly, ensuring all risks are assessed and clients receive treatment from the appropriate team within the appropriate time frame.
 - e. To maintain knowledge and awareness of the local resources available in the area to provide clients with a comprehensive signposting service.
 - f. To work closely with partners in Secondary Care and other independent sector providers to ensure smooth pathways of care within the Buckinghamshire stepped care model.
 - g. To help maintain the appropriate management systems and structures established within the Referrals pathway to ensure the smooth operational running of the process.
 - h. To work closely with the SPA Referrals Manager
 - i. To offer clinical supervision/advice to clinicians who are carrying out
Brief Screening assessments face to face or on the telephone on a daily basis.
 - k. To support clinicians to step clients up and out of the service as and when required
 - l. To liaise, on behalf of clinicians if necessary, with GPs, referrers, other statutory and non statutory services in the Trust to ensure clients are signposted to the most appropriate service.
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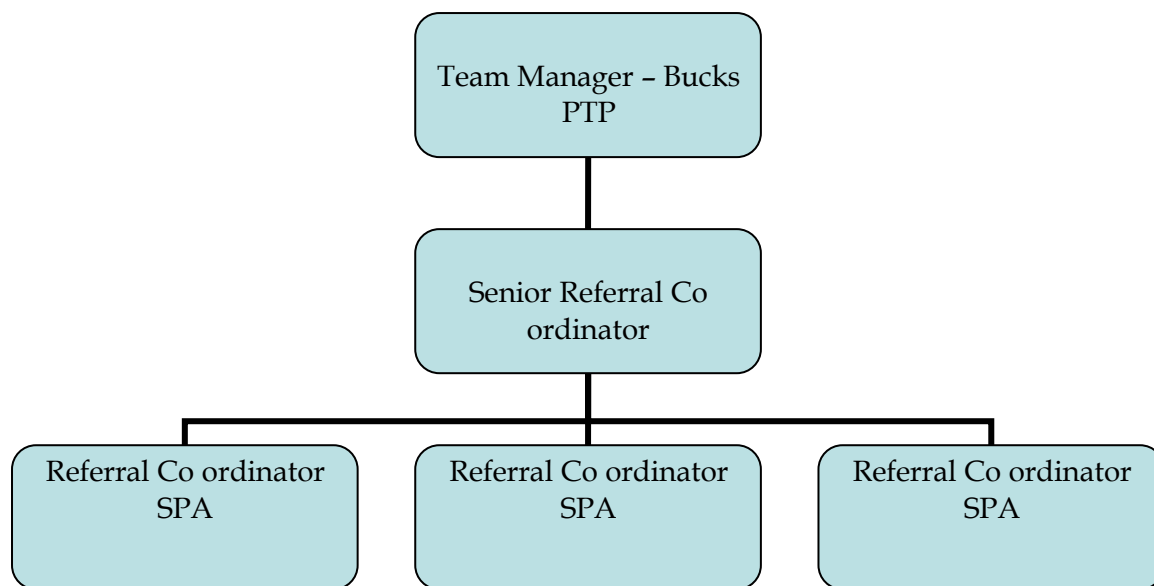
1. To participate in multidisciplinary meetings concerned with the delivery and development of clinical services.
2. To provide and maintain adequate statistics and records of work as required by the Trust.
3. To contribute to the development of the SPA services in discussion with the Referrals Manager, Clinical Lead and Team Manager.
4. To participate in staff recruitment

General and Professional

1. To receive regular clinical supervision from the Referrals Manager, as well as further development and training to fulfil the requirement of the post for continuing professional development, in consultation with the Referrals Manager.
2. To maintain a high standard of clinical record keeping on a variety of systems, including electronic data entry and recording. This would include report writing and the responsible exercise of professional self-governance in accordance with the appropriate code of practice, Trust policies and procedures and local protocols. To document clinical notes accurately and in a non-judgemental and professional manner.
3. Ability to create and maintain a calm, appropriate environment in a highly emotive situation and respond appropriately to this need.
4. To maintain up-to-date knowledge of legislation and national and local policies.

STRUCTURE CHART

Bucks Psychological Therapies Pathway - SPA



CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to

reduce the spread of healthcare-associated infections (HCAIs).

- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 2018, General Data Protection Regulation, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

PERSON SPECIFICATION

Band: 6		
Criteria for Selection	Essential Requirements	Desirable Requirements
Knowledge Requirements	<p>A post graduate diploma with experience in delivering evidenced-based psychological treatment (PWP Training) or a core mental health qualification in mental health nursing, social work, or occupational therapy.</p> <p>Well-developed skills in the ability to communicate effectively, orally and in writing, complex, highly technical and/or clinically sensitive information to clients, their families, carers and other professional colleagues both within and outside the NHS</p>	<p>Experience of working within a variety of mental health settings i.e. Adult Mental Health Teams and/or an IAPT service.</p> <p>Knowledge of legislation in relation to the client group and mental health</p>
Qualifications – Academic/Skills/Professional	Educated to degree level or equivalent professional qualification	Further qualifications or experience appropriate to seniority of this position required at this level.
Further Training or Job Related Aptitude and Skills	Evidence of continuing professional development as recommended by the relevant professional body	Skills in providing consultation to other professional and non-professional groups
Experience	Experience of working with a wide variety of client groups, across the whole life course with presenting problems that reflect the full range of clinical severity including maintaining a high degree of professionalism in the face of highly emotive and distressing problems, verbal abuse and threat of physical abuse	
Personal Qualities	Good organisational and time management skills, ability to plan and prioritise own workload	An awareness of own strengths and limitations

	<p>Ability to work as part of a team and independently</p> <p>Good keyboard skills</p>	
<p>Contractual Requirements or other requirements</p>	<p>Ability to travel between sites and to regional meetings</p> <p>A positive approach to working with adults with mental health difficulties and long-term physical health conditions</p> <p>Ability to identify and employ mechanisms of clinical governance as appropriate, to support and maintain clinical practice in the face of regular exposure to highly emotive material and challenging behaviour</p> <p>Willingness to work flexibly</p> <p>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. mental health difficulties</p>	<p>Current clean Full Driving Licence and use of a car that can be used for work</p>