

CHILD HEALTH SPECIALIST

Reports to: One Stop Team Manager

Job Level: Equivalent Band 5 (up to £29,000 p/a) plus 'Golden Hello' of up to £1,500.

Hours: Full-time & Part-time, 20- 37.5 hours per week. Mon-Fri, 9am – 5pm.

Permanent or if desired, Fixed Term 6 month/ 1-year contract

Location: Guildford, Surrey

Purpose of role:

This is an exciting opportunity to fulfil a key role within the Simplify Health team in one of its 3 developing referral centres which seek to work closely with and add value to the local NHS services.

We require Nurses or Allied Health Professionals, such as a Physiotherapist, Occupational Therapist or Speech and Language Therapist, with relevant paediatric experience to work within our Clinical Triage and Referral Management centre, 'Children and Family Health Surrey One Stop'. The key aim of the One Stop is to facilitate children and young people to access the right care, in the right place and at the right time. The One Stop provides this service for Children & Family Health Surrey (CFHS); which is the county wide NHS organisation for community health services, covering approximately 290,000 Children and Young People across Surrey.

The Child Health Specialist is a key clinical triage role, with responsibility for clinical assessment of incoming referrals and enquiries that come to One Stop via telephone, post and through our online portal. This role includes supporting the Senior Clinicians to review referrals and queries that are escalated from junior members of the team due to complexity and/or risk, ensuring the safe and efficient processing of referrals to clinical services. You will be a key point of contact for clinical queries, helping to provide appropriate advice and guidance, navigating the referrer/caller to the right care pathway or service in a timely and efficient manner.

CFHS One Stop screen referrals against the service's set clinical and demographic criteria to determine if they are eligible for the service requested and at what level of care. If a referral is not eligible then every reasonable effort is made to provide a "no wrong door" service in which advice is offered as to alternative available services, be alternative NHS services, online resource or to utilise support from the Voluntary, Charity and Community sectors. CFHS One Stop current screen referrals for Developmental Paediatric Services (including Multidisciplinary assessment pathways), Occupational Therapy, Physiotherapy, Early Years Speech and Language Therapy, Tongue Tie, Nocturnal Enuresis, Dieticians and Parent Infant Mental Health.

The role is suited to someone who is looking to develop their skills and understanding of the provision of children's health services across Surrey, of commissioning structures and of the transformation processes taking place to ensure equitable and efficient access to healthcare for Children and Young People. This triage role is available as either a permanent position or as a fixed term contract (of either 6 months or 1 year) for those seeking development opportunities in a role which combines clinical skill and expertise, those who are passionate to be involved in meaningful service development and innovation work to develop and improve services and access to healthcare provision in Surrey.

Key responsibilities & accountabilities:

- Risk assessment, and management of the allocation and processing of referrals based on clinical priority to ensure safe and appropriate allocation of service users for assessment and treatment.
- Ensuring that clinically triaged referrals are allocated to the clinical teams according to priority.
- As part of the clinical team, helping to provide clinical expertise for referrals and the use and further development of clinical screening and triage management tools in collaboration with clinical partners within CFHS.
- Providing call back support, advice and information gathering and when clinically necessary reviewing service conditions to manage clinical risk.
- Discussing appropriate care pathways with the referrer, young person, carer to understand current needs, expectations of a service and utilisation of the most appropriate service.
- Using the electronic patient record systems (ACS RiO, Mid Surrey RiO and Emis) to ensure accurate documentation of all episodes of caller interaction are completed, including any adverse events, child protection issues and other notifiable matters in accordance with policy, guidelines and best practice.

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- Ensuring systems and processes are in place for the security and maintenance of all equipment and comply with information policies and procedures.
- Contribute and lead on teaching, mentoring and assessment of more junior staff and training new employees, agency and bank staff as required.
- Support the development of the One Stop service in association with other teams and stakeholders.
- Support opportunities to develop One Stop practices and processes in order to maximise resource utilisation.

| Relationships, Resources & Special Requirements | Measurements | Person Specification |
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| <p>CFHS One Stop Manager and Programme Director,</p> <p>CFHS One Stop Clinicians and non-clinical staff,</p> <p>other partnership teams.</p> <p>Responsible for: No direct reports or budgetary responsibility</p> <p>Special requirements: Clinical staff will be expected to maintain their statutory professional registration. (NB. The daily activities in this role fulfil the criteria for clinical hours/ CPD under the HCPC and NMC and are sufficient for NMC revalidation.)</p> | <p>KPI themes Contract and Key Performance Indicators and measures, to be discussed on commencement.</p> <p>Behavioural Competencies Taking personal responsibility to deliver results, demonstrating resilience and drive in the face of ambiguity, uncertainty and complexity (Resiliency).</p> <p>Able to develop innovative ideas and apply continuous improvement in all aspects of work (Ingenuity).</p> <p>Relationship and people development and working with others collaboratively to deliver results (Dignity & Community).</p> <p>Maintaining the highest levels of confidentiality and ethical standards (Integrity)</p> | <p>Essential Qualification and current active registration with the Health & Care Professions Council (HCPC), Nursing and Midwifery Council or equivalent. Evidence of continuing post-registration development. Significant experience working within a child and adolescent health service Significant experience of conducting health triage, screening and assessments. Good knowledge and understanding of clinical governance. Good knowledge of health conditions, diagnoses and clinical risk. Good knowledge of safeguarding processes and confident ability to identify and manage safeguarding concerns. Ability to self-organise, manage and deliver a high standard of clinical coordination and triage service. Excellent communication and interpersonal skills in order to deal effectively with complex and sensitive service user information, distressed or aggressive service users or carers including those with an impaired level of understanding. Excellent IT skills</p> <p>Desirable Previous direct involvement in safeguarding processes (such as having made safeguarding referrals, attending child protection conferences and/ or core groups). Previous line management experience. Mentorship qualification. Previous use of electronic patient record systems, specifically RiO and Emis.</p> |

Shortlisted applicants will be offered an interview at:

Children and Family Health One Stop, SABP, 1st Floor, Dominion House, Woodbridge Road, Guildford, GU1 4PU.

The interview will include a practical element in which you will be requested to use the triage manual to provide outcomes for a number of example referrals in order to demonstrate clinical decision making and ability to process information.