

Job Description

Job Title: Prevention & Early Intervention Liaison Coordinator

POSCODE: CCC2461

Grade: Scale 6

Overall purpose of the job

Please write one or two sentences about why the job exists. Focus on the achievement of the key end results of the job.

Prevention & Early Intervention is about helping people to do things for themselves rather than having things done for them. It is a programme of short-term support tailored to individual needs and to help re-learn the skills needed for daily living and maintaining independence.

The role of PEI Liaison Coordinator is key to achieving the aspirations of Cambridgeshire to enable people to exert choice and control and ultimately to live healthy, fulfilled, socially engaged and independent lives. It provides a great opportunity to have a positive influence on the lives of our service users and carers.

The PEI Liaison Coordinator will work alongside the Hospital Social Workers for the Prevention & Early Intervention Service as part of a social care intake hub and communicate directly with service users, families and professional staff. The PEI Liaison Coordinator will analyse data and collate and disseminate performance data internally and externally to acute trusts. The post holder will also be responsible for line management of PEI staff as required and will work across 7 days to include weekend working on a rota basis. The post holder will also be required to work across several office locations and will have the ability and means to travel across the County.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	To undertake line managerial responsibility ensuring that performance is managed in line with CCC policy and procedures.
2.	To contribute to multi-disciplinary meetings with internal and external partners to ensure that complex service users are discharged/started on the correct pathway for their needs.
3.	Ensure accurate Delayed Transfer of Care information is produced and updated regularly to reduce delays, promote priority patient discharges and reduce failed and unsuitable discharges, investigating alternative services which may be suitable to facilitate discharges.
4.	Using appropriate CCC IT Systems, to respond to referrals/queries liaising with the Reablement Service, other departments and external partners to ensure that all advice and communication (telephone, letters, emails, face to face) is delivered to County Council standards and regulatory guidelines.
5.	To ensure that all referrals received are appropriate for the P&EI Service and where the referral is not suitable, to ensure that this is communicated effectively to the referrer and recorded using CCC IT systems. To liaise with Managers to discuss where appropriate and provide professional responses in situations which are ambiguous and more complex, use analytical skills to inform assessment, decision making and interventions.
6.	Effectively assess and manage risk and further support colleagues in the safeguarding process to assess and manage risk.
7.	To oversee the collection, collation and manipulation of a wide range of information using CCC IT systems to generate reports as needed and to ensure that they are distributed to the teams that require the information in the timeframe specified.
8.	To build, promote and sustain good working relationships and communication between service users, health professionals and other staff involved in the care and support of service users.

9.	Use a person-centred approach, developing creative and personalised solutions to assist people to manage their lives independently for as long as possible.
10.	To ensure understanding of the core business of the Prevention and Early Intervention Service and work flexibly with all staff within the Service to ensure that workloads and key positions are covered in the event of absence or need.
11.	To manage own workload and organise and plan work activities taking into account the need to prioritise tasks and responsibilities
12.	To undertake personal development and training to ensure that you are up to date with Service delivery and best practice and to use this to improve and develop the Prevention and Early Intervention Services.
13.	Demonstrate an awareness and understanding of equality, diversity and inclusion.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*

We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE or equivalent standard	GCSE standard with an A-C grade in English & Maths or equivalent standard	E
NVQ Level 3	Health and/or Social Care	E
IT	CLAIT/IBT2/RSA/ECDL or equivalent standard	E
NVQ Level 4/ ILM	Management Qualification or equivalent	D

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge	Demonstrate and where appropriate evidence knowledge and skills	
Fully proficient at using IT systems, with a good working knowledge of Microsoft windows	Excellent IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	E
Knowledge of relevant and current health and social care legislation and guidance relating to the work of the team		E
Knowledge and understanding of safeguarding practices.		E
Knowledge of the principles of person-centred work and understanding the need to encourage independence in a supportive way	Demonstrable track record of dealing with the public in a positive, supportive, and sensitive way	E
Skills		
Able to prioritise workload and complete in a timely manner under own initiative with minimal supervision	Able to plan and organise in the most effective way, managing own priorities and leading others	E
Decision making	Ability to make decisions and provide advice to managers regarding decisions required	E
Good interpersonal skills and able to communicate in a friendly, open and constructive manner	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with others teams and partners	E
Management skills	Ability to manage and lead others	E
Ability to assess and mitigate risk for staff and service users	Understanding of how to manage risk effectively	E
Ability to remain calm under pressure and show personal resilience	Ability to work in a challenging and demanding environment	E
Commitment to continuous service development		E

Committed to ongoing personal and role development	Can evidence personal development	E
Ability to establish and maintain relationships with internal and external agencies in order to achieve the desired outcomes for adults and their families, promoting resilience.	Proven skill in providing a sensitive and personalised service to clients and to maintain good working relationships with other teams and partners	E
Ability to grasp, assimilate, communicate and apply information and concepts quickly	Able to communicate clearly and concisely to a variety of audiences	E
Ability to work from a variety of locations and travel countywide.		E
Experience	Give an idea of the type and level of experience required do not specify years of experience	
Experience of working within a Health and/or Social care background or related field.	Experience in working across services and/or with external services	E
Experience of managing and leading a team of staff.	Proven experience in providing quality Supervision and the ability to lead, coach and mentor a team of staff to ensure service objectives are delivered. Ability to identify Learning and Development needs and opportunities within the team.	E
Experience of using information management systems to produce good quality data in a variety of formats.		E
Equality, Diversity and Inclusion (applies to all roles)	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role	E
Safeguarding (include for roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults	E

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced Adults	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid	Field	Remote	Mobile
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