

## Job Description

Job Title: **Trusted Persons Coordinator**

Job number

Grade: **P1**

To work within a small cross sector team and local partners to provide interventions to a number of individuals that are facing multiple exclusions or are unable to access services; in order to improve their lives, wellbeing and safety. To work with partners across the public and voluntary sector

The post holder will use the 'Trusted Person Model', to ensure support is provided through people and services that they have current interaction with. Where no such contacts exist, the coordinator may be required to try and build a trusted relationship directly.

The Trusted Person Model has been developed with people who have lived experience of multiple disadvantage (a combination of homelessness, mental health issues, substance misuse, domestic abuse and offending behaviour). The model is still in development and the postholder will be expected to contribute to the further development of the model.

A description of the model is attached

The postholder will also be expected to participate in the Changing Futures programme in achieving its four visions:

1. Embed a **Trusted Person Model** to support people with multiple disadvantage to develop and maintain relationships with the people that they trust
2. Embed a **trauma informed approach** to support – not just at the front line but support whole organisations to operate in a trauma-informed way
3. Establishing mechanics across the system to support **shared learning and address identified barriers**
4. Embed **co-production and co-design** across the system

Main accountabilities
To provide case coordination and support to a network of services working with identified individuals who face multiple disadvantage, are hard to reach, repeat returners and face barriers to accessing services. To avoid key areas of focus being missed or duplicated by services
To manage referral processes and pathways for the Counting Every Adult team (part of the Changing Futures Programme)

To arrange and lead professionals' meetings and ensure services are accountable for actions arising from meetings
To support a cross sector partnership to identify barriers to engagement and work with services/the person. To engage and support Change Forums and Systems Leadership Networks. To work up potential solutions or escalate as necessary.
To support a cross sector partnership to identify exceptional practice and to understand, learn from and communicate this to local services.
To lead a partnership approach around multiple disadvantage that encourages working together to achieve shared goals and understanding
To provide support to those individuals where gaps in provision exist and ensure that they can achieve their individual goals
To take a person-centred approach to working and encourage other services to do the same
To provide information, advice and guidance to all agencies to support their work around engagement with adults who have face multiple disadvantage. To connect people together who can best support the adults and achieve positive outcomes.
To facilitate coproduction and codesign, supporting the Coproduction, Inclusion and Involvement Manager, enabling the voices of lived experience to be heard.
To support, implement and encourage trauma informed practice across the local system
To link local practitioners to national work on multiple disadvantage through the Making Every Adult Matter (MEAM) Network and other national practice forums

### **Safeguarding commitment**

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	
Educated to degree level or extensive sector experience	Essential
Recognised management qualification (e.g.: NVQ 3 or equivalent)	Desirable

Knowledge		
Substance Misuse / Mental Health / Dual Diagnosis	Excellent knowledge of practice with substance treatment and mental health treatment. Understanding of treatment pathways and impact on adults at risk	Essential
Domestic Abuse	Understanding of issues surrounding victims of domestic abuse, support networks and options available and risks associated with victims	Essential
Criminal Justice Systems	Good knowledge of criminal and civil court processes. Understanding of how to navigate criminal justices systems to produce best outcomes for adult at risk	Essential
Adult Safeguarding	Background in working with Adult safeguarding cases and excellent knowledge of legislation	Desirable
Existing services working with Multiple disadvantaged clients in Cambridgeshire.	Thorough knowledge of existing provision in Cambridgeshire	Desirable
Housing / Homelessness	A good knowledge of current housing pathways for adults at risk; including all current provision and where gaps may exist Ability to connect with different sectors within the local housing provision.	Essential
Skills		
Communication	Excellent communication skills with the ability to negotiate, influence, and build and maintain effective relationships at a senior level and with a wide range of audiences.	Essential
	Confidence delivering presentations, information and good practice to local stakeholders and at national events	Desirable
Information Technology	Competent use of IT to develop information and learning resources	Essential
Decision Making	Proven ability to make decisions on complex and contentious matters seeking advice where necessary	Essential

	Proven ability to prioritise work plans to meet deadlines and work under pressure, whilst maintaining focus, positivity, commitment, and enthusiasm.	Essential
Systems / Learning	Ability to work with a partnership to analyse barriers and success within services and systems surrounding people who face multiple disadvantage	Desirable
<b>Experience</b>		
Partnership working	Multi-disciplinary work focussed on care/support planning and risk assessment Proven track record of working collaboratively with internal and external providers and services. Ability to co-ordinate partners around a joint plan of support for individuals	Essential
Experience of working with complex needs adults with a chaotic history.	Demonstrable record of reaching the most marginalised individuals within society	Essential
Experience of working independently with minimal supervision	Ability to manage a single project as a lone worker in part of a wider team with varying focus. Confidence in decision making and managing self. Confidence to seek additional input when required. Understanding of risks associated with lone working and ability to manage those as part of a team	Essential
Coproduction and Codesign	Experience in working with partnership to coproduce outcomes with all interested parties	Desirable
Trauma Informed Practice	Experience in applying trauma informed practice at an individual and service level	Desirable
Agile Working	Adaptability to changing situations and circumstances to ensure priorities are met. Confidence to work in many settings and be able to get to these at short notice	Essential
Full UK driving licence		Essential
<b>Equal opportunities</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
<b>Safeguarding</b>	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.	Essential

### Disclosure level

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

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible X	Field	Home
---	-------	---------------	-------	------

### Job description questionnaire

Page 1 and 2 of this document will form the job description and person specification for the post.

<b>Job title:</b>	<b>Project and Development Manager for Counting Every Adult Team</b>	<b>Directorate/ Service area:</b>	People & Communities
<b>Reports to (job title):</b>	Counting Every Adult Team Manager	<b>Section:</b>	Community Safety
<b>Presenting Manager:</b>	Marie Ludlam	<b>Date of evaluation:</b>	
<b>Supporting HR contact person:</b>		<b>Re-evaluation:</b>	

**Give a short overview of the job context and the key objectives of the part of the organisation where the job is placed.**

The Counting Every Adult (CEA) Service at Cambridgeshire County Council works with the most chaotic and excluded adults in the county to improve outcomes for individuals and for society as a whole. Individuals with who face multiple disadvantage have a disproportionately large impact across services such criminal justice, housing, mental health, substance misuse, domestic violence and tenancy support due to the chaotic lifestyles that they lead. The service is widely recognised as a national leader in the field of supporting multiple needs individuals.

CEA is currently embarking on a new phase known as Changing Futures which is an extension of the existing work to better capture learning from its outstanding field work and promote better collaboration for this benefit of this cohort

### Organisation chart (include grades)

Please provide an organisation chart which includes the manager of the post, its peers and direct reports.

**See Appendix One:**

## What are the major changes to the role?

These should clearly show the reason for this re-evaluation i.e. the:

- changes to the accountabilities;
- changes to the essential qualifications, knowledge, skills and experience; or
- changes to the team structure

Contact	Nature of interpersonal skills used
Internal	Understands the Council's vision and priorities, and their role in delivering them.
	Accepts responsibility for own work, and keeps others advised of progress.
	Fully complies with Council processes, procedures and policies – takes the time to keep their knowledge up to date, and checks when unsure.
	Actively seeks out and takes up opportunities to enhance knowledge and performance.
	Manages financial and other resources, including their own time, in ways which maximise value for money
	Learns from mistakes.
	Understands how to use technology to support service delivery.
	Is able to identify the underlying causes and effects of a problem or situation.
	Prioritises work based on the importance or urgency of the situation.
	Thinks about their personal impact and uses this to the best effect.
	Uses clear and logical arguments to influence and engage.
	Uses their understanding of others to tailor and choose the most appropriate approach.
	Is corporate in their approach at all times.
	Asks colleagues for help when needed and gives support to colleagues.
	Understands their role, and the role of Council staff and members.
External	Thinks from a service user perspective.
	Gives friendly and polite advice.
	Builds and maintains partnerships.
	Thinks about their message and their audience.
	Champions, manages and engages with change openly and willingly.
	Works with others to ensure that projects and tasks are completed.
	Follows up enquiries or requests for information
	Seeks ways to provide appropriate levels of help and support with adults with multiple and complex needs.
	Corrects problems promptly and without getting defensive.
	Collects and makes use of feedback to develop and improve services

	Treats people with respect and decency.
	Values people with different skills and opinions.
	Champions equalities and understands that everyone has an important role to play.
	Upholds a high standard of fairness and ethics in words and actions.
	Focuses on safeguarding and keeping vulnerable people safe.
	Manages information in ways which keeps it secure.

### **What degree of forward planning is required in this job (daily, weekly, monthly, annual, etc)?**

The forward planning will vary depending on the nature of each piece of work required. Long term planning will be required in terms of sourcing and maintaining relationships with accommodation providers. Annual planning will be required in terms of reporting, data collection and funding bids. Monthly planning will be required in terms of caseload management and pathways. Weekly planning will be needed in terms of case coordination and support. Daily planning will be needed in terms of reactivity to changing situations

### **What level of supervision is this post subject to?**

Ability to work on their own initiative whilst maintaining accountability within the line management framework

### **What type of priorities is the post holder able to set themselves?**

Team work planning within an agreed annual quality assurance framework based upon service and corporate priorities

### **What kind of systems, procedures or 'rules' are set around the job?**

The scope of the job is based upon local service and corporate priorities in line with national guidance and applicable legislation in work with adults with multiple and complex needs.

### **What types of problems are encountered in this job and what steps would you expect the post holder to take to find the solution (give 2 examples).**

**The post holder will be expected to work with adults who are experiencing multiple crises, and we would expect the post holder to work in a trauma informed manner, to support the individual and engage with relevant services.**

### **At what point does the post holder escalate a problem to a more senior employee?**

The post holder is expected to seek and achieve resolution of a problem at a local level in the first instance – should they be unable to achieve appropriate resolution following concerted efforts they are expected to inform a more senior employee,

In the event that a problem relates to the safety and health of a user of adult social care services, their carer or a colleague; or the reputation of the council the post holder would be expected to inform a senior employee of the matter

Does the post holder makes a decision based on	a set process to resolve the problem
	a solution based on their past experience
	seek more information to determine the extent of the problem
	use creative thinking to develop new concepts

**Please give an example to illustrate the approach to decision making specified above.**

**Please give two examples of areas that the post holder has discretion over.**

#### Financial impacts of the role

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)

#### Statistical Information

Is there any statistical information that can add to the understanding of the job? E.g. it is useful to know whether a Payroll Officer deals with is 50 or 50,000 payslips.

Describe whether the job requires physical effort and/or strain more than is normally experienced in a routine office environment

Not expected at this time

Does the job require working outdoors, or being exposed to objectionable, uncomfortable or unfavourable working conditions?



Not expected at this time

**All roles – Manager**

JDQ completed by:

Signed:



Date: 03/07/2024

Print Name: Marie Ludlam

**All roles – Director**

Director – I confirm that this role can be added to the establishment/amended on the establishment following the outcome of job evaluation.

Signed:

Date:

Print name:

**Professional & Management Level and Head of Service roles – Executive/Corporate Director**

Executive/Corporate Director – I confirm there is a clear and justifiable requirement for this post to go through the job evaluation process and give consent for the post to be evaluated/re-evaluated.

Signed:

Date:

Print name:

**Re-evaluations only – Current Post Holder**

Current post holder – by signing this form I confirm that I have been involved in completing the JDQ and confirm that it is an accurate reflection of my current role.

Signed:

Date:

Print name:



## Appendix One: Organisation Chart

