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| **Job details** | |
| **Job title** | Children’s Nurse Coordinator (Care Coordinator) |
| **Job Reference** | 16915 |
| **Grade and Salary** | 6 - £38,223 per annum (pro rata if part time)  This role includes performance related pay progression |
| **Service and Team** | Specialist Learning Support Service |
| **Location** | Countywide – Hybrid |
| **Hours per week** | 37 |
| **Status** | **Permanent** |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (eg a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working* * *Working from different Council buildings* * *Working adjusted core hours (eg starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Organisational Context** |

The responsibility of the Children and Young People’s Directorate (CYP) is to ensure the safety, well-being and learning of children and young people. To do so we need to “make every intervention count” to create impact and bring about sustainable change for children, young people and their families where need is identified. We are determined to continuously improve our services by working in partnership to ensure that our work is high quality and effective.

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| **Main purpose of the job** |

To act as a catalyst for change working directly alongside children, young people and their families.

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| **Typical responsibilities of a role at this level** |

**Communicating and engaging with children, young people and their families, with colleagues and with communities.**

* Work directly with children, young people and families using the Suffolk Signs of Safety and Wellbeing framework.
* Where the role require, to act as Lead Professional for named families, being the key contact with the family and liaising with other professionals to provide a joined up response.

**Assessment, Planning and Review**

* Use Suffolk signs of safety principles, disciplines and tools.
* To participate in CAF, multi-agency assessment, Statutory Assessment and other relevant assessment processes and offer management oversight where required.

**Effective Practice**

* To work alongside children, young people, parents and families where there are early signs of social, emotional, health or behavioural issues to bring about sustainable improvement.
* To undertake direct observation of practice, with effective feedback to offer quality assurance.
* To obtain user feedback and involvement to improve service delivery.
* Work within the service guidelines, statutory guidance and legal frameworks.
* To respond to needs identified with the family by identifying and delivering evidence-based interventions as required.
* To work with families with complex problems as lead professional as the role requires.
* To support colleagues and partners to develop evidenced based practice.
* Where the role requires, to have responsibility for effective supervision, PDR and mentoring of colleagues.
* To offer consultation to support colleagues with complex cases where required.

**Reporting and Accurate Recording**

* To maintain up to date records and data using electronic devices and systems and provide reports for a range of audiences.
* Offer management oversight on prepared reports where required by the role.
* Provide regular data analysis with trends and forecasts to support service delivery.
* To oversee successful completion of Quality Assurance processes within team.

**Information, Advice and Signposting**

* To provide information and signposting for children, young people and families to relevant universal and specialist services in the local area and beyond where appropriate.
* Have an understanding of information and advice available to the service user and encourage colleagues and partners to engage.

**Multi-Agency and Partnership Working**

* Actively build relationships and networks with other professional groups and services in the locality.
* To actively work in partnership with other professional groups to deliver a holistic service to children, young people and families.
* To offer service representation at meetings where required.
* Undertake appropriate referrals to partner agencies.

**Managing Risk and Safeguarding**

* To identify and effectively manage risk and safeguarding concerns and escalate where required.
* Where required provide management oversight/supervision of risk and safeguarding.
* To undertake other tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade:
  + Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
  + Maintaining customer confidentiality in accordance with the Data Protection Act and SCC guidance, including responding to any known data breaches.
  + Engage in individual and group supervision with managers and practice leads, performance appraisal and consultation as required.
  + Where required provide effective individual and group supervision, including performance agreements.
  + Having regard to best value principles and monitoring within your area of responsibility.
  + Participating and co-ordinating, training and development opportunities, in order to improve knowledge, skills and effectiveness of self and colleagues.
  + To transport children and young people where required by job role.
  + To work in the homes of children and families and in a variety of other settings.

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| **Autonomy** |

The practitioner will:

* Be expected to use their experience, knowledge and skills in every engagement with children, young people and families to determine the level of intervention required.
* Offer face to face, telephone and written support and information as appropriate to role.
* Be responsible for keeping accurate and timely records of work with children, young people and families and writing relevant reports for a range of audiences, including senior management.
* Be responsible for management oversight/supervision of staff and cases where required.
* Manage a budget, where required by the role.
* Be responsible for recognising and appropriately responding to safeguarding and risk issues.
* Have access to a line manager for decisions that fall outside their delegated responsibilities.
* Be required to organise own workload and supervise the work of colleagues within the team.
* Identify and resolve problems, informing senior colleagues where appropriate.

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| **About the team** |

The Specialist Learning Support Service supports a small cohort of pupils with complex medical needs and who are reliant upon technology for their survival to enable them to access education. A team of Specialist Learning Support Assistants work under the direction of a teacher in a whole class, group, or individual situation. Relevant training will be provided by the Care Coordinators to achieve expertise in the management of the medical needs of the pupil, this will be according to their individual health care plan.

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| **What you will be expected to deliver in the role** |

* Deliver effective and evidence-based practice within the NMC Code of Professional Conduct, and other regulatory documents, and ensure NMC registration is maintained.
* Work in accordance with the Council’s statutory responsibilities, policies and service procedures and comply with equality and diversity policies, procedures and legislation.
* Maintain customer confidentiality in accordance with the Data Protection Act and SCC guidance.
* Organise own workload and adopt a solution focused approach to practice.
* Be responsible for keeping accurate and timely records of work with children, young people and families and writing relevant reports using electronic or other systems as directed, in accordance with record keeping policy and procedures.
* Work directly with children, young people & families using the Suffolk Signs of Safety & Wellbeing Framework.
* Focus practice on prevention, health promotion, early identification of needs, early intervention and achieving best outcomes for children &young people.
* Be responsible for the training and ongoing supervision of the Specialist Learning Support Assistants to ensure a high level of competence in the support of children with specific complex health needs and those that are dependent on technology for their survival.
* Delegate tasks to junior colleagues/support staff within the Specialist learning Support Service on a regular basis, providing appropriate specialist support and guidance.
* Be responsible for the on-going review and development of suitable training packages for the Specialist Learning Support Assistants and ensure that a high level of competency is achieved and maintained to ensure robust and safe delivery of support children with complex health care needs in education settings.
* Be responsible for the operational management of the Specialist Learning Support Service.
* Undertake risk assessment and individual school health care plans for children with complex health needs who are reliant upon technology for the school and home settings.
* Demonstrate knowledge of children with complex needs to SpLS Assistants and/or refer to appropriate professional as necessary.
* Communicate with other team members (with different skill levels), members of the MDT and other agencies, clients, etc through face-to-face contact, phone calls, meetings, letter, report writing depending on purpose of communication.
* Communicate with families, children and parents of different cultures, in different contexts when co-ordinating or providing care.
* Deal with situations carefully, having fully assessed the need of the individual and portray the appropriate information deemed necessary and delicately depending on the situation.
* Keep accurate up to date records/child protection records – adhering to all SCC policies and procedures (including confidentiality).
* Proactively participate in the creation of a dynamic, flexible and responsive environment through effective communication and contribution of ideas.
* Ensure high standards of record keeping and communication are maintained by junior members of the team
* Be aware of staff/children/young people/parents/carers individual needs and anticipate barriers to communication appropriately and effectively whilst always maintaining confidentiality.
* Deal appropriately with children/young people/parents/carers complaints or dissatisfactions and refer to SCC Customer Rights Team.
* Identify own training needs and continue development of own specialist skills and knowledge in line with team and professional requirements and attend special interest groups and other professional training groups as appropriate.
* Recognise the need to access other professional skills and utilise appropriately.
* Follow the SCC induction process for all new staff in the Specialist Learning Support Service and support student placements as appropriate.
* Undertake risk assessments and risk management as required to ensure the safety of both staff and patients/families within the appropriate working environment.
* Ensure adherence to SCC and Safety policy and procedures and maintain safe environments and working practices.
* Comply with education settings/SCC Infection Control Policies and conduct themselves in such a manner as to minimise the risk of transmission of infections.
* Comply with jointly agreed policies and procedures of the Local Safeguarding Board/Vulnerable Adult services, including cooperating with the statutory safeguarding agencies in ensuring the safety and well-being of children and attend case conferences and core groups as required.
* Ensure that staff report incidents and near misses in accordance with SCC policy. Promoting a blame free culture in reporting incidents.
* Contribute ideas to the on-going development of the Specialist Learning Support Service.
* Continually monitor role through audit and evaluation in partnership with the SEND manager and contribute ideas for the future delivery of the role.  
  Support the SEND Manager in service evaluation as required.
* Participate in the recruitment, employment and retention of staff as necessary.
* Seek the views of children/young people/parents/carers and the Specialist Learning Support Assistants in a way that respects and is sensitive and responsive to their feelings, beliefs, experiences and values their dignity and human rights.
* Act in ways that acknowledge and recognise people’s beliefs, preferences and choices in ways that respect diversity and value people.
* Act as advocate for children/young people/parents/carers.
* Demonstrate the ability to reflect on ethical issues and to provide guidance to junior staff as necessary
* Ensure self and team members comply with all relevant local policies, procedures and guidelines relating to Equal Opportunities. Attend Equality and Diversity training as per SCC policy.
* Utilise theory, evidence based literature and research to support evidence-based practice.
* Be fully conversant with the policies and procedures of SCC and know how to access them. To work within operational guidelines for service provision for children and young people.
* Review clinical practice of self, Specialist Learning Support Assistants and others to ensure that it reflects current best practice and has a sound evidence base, within specialist area.
* Be competent in a range of clinical skills, and contribute to teaching these clinical skills to other members of the Specialist Learning Support Service as necessary.
* Attend CYP, Inclusion meetings, Annual reviews, Child Death Reviews and Family Network meetings on a regular basis.
* Assess own workload and prioritise as appropriate.
* Safeguard children and young people through effective practice and multiagency working including participation in safeguarding meetings and contributing to assessment processes.
* Identify risk and safeguarding concerns and escalate immediately where appropriate.
* Contribute to quality assurance processes within the service.
* Access learning opportunities, including mandatory training, clinical supervision & performance reviews, to reflect on and develop practice.
* Support the provision of an appropriate learning environment to enable other practitioners and students to develop. Supervise staff and students and mentor pre-registration nursing students (if mentorship qualification held) as required.
* Support the delivery of training sessions for colleagues, pupils and school staff when required.
* Undertake other activities and tasks allocated by manager or senior colleagues, in keeping with the responsibilities of the grade.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Suitable professional qualification at graduate level or equivalent experience in a relevant area of work.
2. Evidence of continuing professional development.
3. Management and leadership qualification.

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.
7. Committed to listening to children and families and to working collaboratively with them to address concerns.
8. Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults.
9. Ability to be flexible, work under pressure and use own initiative.

**Specialist knowledge skills and experience**

1. Demonstrates in depth knowledge of Signs of Safety and an in-depth practical understanding of and skills in using solution focused approaches of intervention.
2. Knowledge and effective skills in using evidence-based models of intervention to deliver successful outcomes and an ability to bring research into practice.
3. Ability to clarify risks and concerns and focus on solutions to create a climate in which change can happen.
4. In depth knowledge of relevant legislation, regulations and guidance as appropriate to role.
5. Wide knowledge of associated agencies and their working practices and roles.
6. Proven ability to use a range of assessment frameworks.
7. Ability to recognise Child Protection and risk issues and take appropriate action.
8. Demonstrating expert knowledge and application of the early intervention and preventative agenda.
9. Expert knowledge of the social and emotional factors that affect a child’s capacity to learn and develop.
10. Ability to effectively use a range of assessment frameworks.
11. Ability to interpret and apply policy and procedures, supporting the development of good practice.
12. Understanding the diverse range of needs of clients and backgrounds and how to respond appropriately.
13. Evidence of leadership skills to support, advise and motivate staff and children, young people and their families.
14. Evidence of leadership skills to negotiate, influence and mediate with a range of audiences, including professional stakeholders, partners and colleagues to achieve positive outcomes.
15. Proven use of effective communication to manage challenging situations and provide appropriate advice and facilitation to de-escalate.
16. Ability to appropriately challenge.
17. colleagues and partners to ensure the statutory right of the service user.
18. Sensitivity to disability, sexuality, gender and ethnicity issues.
19. Proven ability to lead, facilitate and make a constructive contribution to meetings and negotiate with a range of stakeholders, settings and contexts.
20. Ability to keep accurate and timely records.
21. Evidence of ability to compile and analyse information and data and present in variety of formats.
22. Demonstrates awareness of the importance of using plain language and the ability to do so.
23. Relevant experience of working directly with children, young people and their families, as relevant to the specific client groups.
24. Evidence of collaborative work with families.
25. Proven commitment to finding solutions, planning and developing interventions with families and evidence of effectively using solution focused approaches in practice.
26. Experience of supervising and coaching staff.
27. Experience of working with children and families where there have been Safeguarding concerns.
28. Experience of working alongside parents who may have mental health, learning or physical disability or sensory impairment.
29. Experience of assessment and observation of the developmental needs of children.
30. Experience of working with a range of agencies and communities.
31. Political awareness. (Desirable)
32. Experience of providing training and facilitation. (Desirable)
33. Experience of identifying areas of required development within a team. (Desirable)
34. Ability to learn new IT applications as appropriate to role. (Desirable)
35. Experience of using Suffolk Signs of Safety and Wellbeing principles, disciplines and tools. (Desirable)
36. Experience of group work. (Desirable)

**Additional requirements**

1. To work in a variety of locations and client’s homes, including rural areas if required by the post.
2. A DBS check will be undertaken for the successful candidate.
3. Advanced organisational skills and the ability to prioritise work of self and others and meet deadlines.
4. Willingness to undertake training as required to update knowledge and skills.
5. Evidence of successfully working alone as well as part of a team.
6. Ability to undertake out of hours working if required.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Frequent Travel Essential** - You will need to travel, so you must either hold a full, current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.