

## **JOB DESCRIPTION**

**POST:** High Intensity User Service Co-ordinator

**JOB PURPOSE:** The post holder will work with a rolling caseload of High Intensity Users and through direct contact, seek to appropriately reduce the number of emergency ambulance calls and unscheduled care interactions.

**RESPONSIBLE TO:** High Intensity User Service Manager

**DBS LEVEL:** Enhanced and Barred with Adults

### **KEY TASKS:**

#### **1. *Communication***

- 1.1 To promote the HIU service to a wide range of stakeholders and interested parties across the health and care system and beyond.
- 1.2 To develop robust and active links with SWAST 999 Frequent Caller Team, 111 Out of Hours, ED and unscheduled care services with whom you will be working in partnership to engage and support service users.
- 1.3 To work closely with Social Care, GPs, Mental Health Teams, communities and other key health professionals to facilitate optimal joint working on safe and effective care and support for people with complex needs.
- 1.4 To identify and feedback opportunities for linkages to other relevant initiatives and resourcing opportunities to NHS Kernow, Volunteer Cornwall and other partners and stakeholders.
- 1.5 To be able to build a rapport with individuals on a 1-2-1 basis, fostering a relationship of trust and mutual respect whilst maintaining agreed professional boundaries.

#### **2. *Information Technology***

- 2.1 To contribute to monthly, quarterly and annual reports for the service including quantitative and qualitative information showing the benefits delivered.
- 2.2 To manage the operation and maintenance of the database & spreadsheets and provide management information and reports as requested.

#### **3. *Finance***

- 3.1 To deliver the project aims, initiatives and services to time and in a person-focused, cost-effective way.
- 3.2 To demonstrate value for money for the current spend through tracking, managing and delivering agreed benefits.

#### **4. Administration and Organisation**

- 4.1 Ensure that all necessary paperwork is completed accurately, on time and is processed in line with VC and funders policies and procedures.
- 4.2 To follow the systems and processes that are in place to ensure the smooth running of the service.

#### **5. Quality Management**

- 5.1 To ensure that the overall outcomes are delivered in way that puts the person at the centre of the service whilst meeting the governance requirements of the funders.
- 5.2 To co-ordinate activities with colleagues, where appropriate, contributing to the wider transformation agenda across the Health & Care system in Cornwall.
- 5.3 To ensure that all company policies and procedures are adhered to and set a personal example in implementing Health & Safety, Data Security & Protection, Safeguarding & Equal Opportunities policies.
- 5.4 Continually review all aspects of the service in the spirit of continuous improvement, seeking opportunities to build on good practice from within and beyond Cornwall.
- 5.5 In the spirit of good teamwork, willing to undertake all other reasonable duties as directed by the Senior Manager.

#### **6. Data Security & Protection**

- 6.1 To quality assure the accuracy and completeness of data and information recorded on appropriate information systems.
- 6.2 To maintain manual recording and reporting systems where automated reporting is either impractical or unavailable.

#### **7. Values Driven Work**

- 7.1 To ensure that VC lives by its 5 underpinning values which are: To be bold and passionate, to work reciprocally and with collective purpose, promoting neighbourliness.
- 7.2 We relate these to our daily work by being enabling, creating opportunity, innovating, providing proactive leadership and being inclusive.

## **PERSON SPECIFICATION**

### **HIU Co-ordinator**

#### **Essential Skills**

##### ***Key Task 1 - Communication***

- 1.1 To have strong presentational skills and the ability to communicate to a range of audiences.
- 1.2 To have good negotiating skills with experience of inter-agency working.
- 1.3 To have a flexible and creative approach to problem solving.
- 1.4 To have experience of working 1-2-1 to provide support for individuals with multiple or complex needs.

##### ***Key Task 2 – Information Technology***

- 2.1 To have experience of using ICT within the work context to manage and deliver projects.
- 2.2 To be competent in the use of Microsoft applications including spreadsheets and databases.

##### ***Key Task 3 - Finance***

- 3.1 To manage time and other resources effectively.

##### ***Key Task 4 – Administration and Organisation***

- 4.1 To have the ability to follow systems and processes for recording and reporting purposes.
- 4.2 To have the ability to maintain accurate and timely records.

##### ***Key Task 5 – Quality Management***

- 5.1 To demonstrate experience of person-centred service delivery.
- 5.2 To have experience of delivery through partnership working.
- 5.3 To have a good understanding of personal responsibilities under current Health & Safety, Data Protection, Safeguarding and Equal Opportunities legislation.
- 5.4 Willing to work flexibly as a member of a team.

##### ***Key Task 6 – Data Security & Protection***

- 6.1 To be able to monitor data quality standards.