Job Description

Job Title	Senior Care Coordinator	Starting salary and range*	£29,004 to £33,645 (FTE £48,340 - £56,075)
Contract length	Permanent	Hours per week	21
Manager	Clinical Lead - Adult Team Manager	Location	London
Team	London Clinical Team	Responsible for	Care Coordinator
Level of DBS/PVG check required		Enhanced	

** Freedom from Torture is committed to showing the salary for all advertised roles and not negotiating salaries for roles, in light of evidence that this contributes to structural inequality.*

Our policy is that all appointments will be at the start of the salary range but successful candidates will have the opportunity to move up the scale over time. The progression up the salary range is reviewed on an annual basis and subject to affordability.

Main Purpose	The post holder will be responsible for managing a specific service area, covering intake processes as well as offering care coordination to survivors of torture. This role ensures that service users at Freedom from Torture have a central role in planning their care and are supported to access the most appropriate support for their needs. It ensures there is a named professional who is responsible for assessing complex mental health needs, clinical risk and establishing a written plan that details the service Freedom from Torture will provide to a service user, in line with evidence-based practice and guidance. The post holder will contribute to the development and delivery of internal and external training, and will provide consultation and supervision around care coordination to external professionals who work with survivors of torture and organised violence. The role will include delivering line management and supervision to care co-ordinators within the team and may at times include delivering supervision to placement students, peer practioners as well as other clinical staff and approved volunteers. This role may also include remote supervision to clinicians in our other regional centres (North West England and Scotland).
Scope	Line management of clinical staff, and management of the specific service area of intake processes within the adult team in collaboration with the adult team manager. In addition, the role will focus on the coordination of care

	across the rehabilitation pathways including: • The assessment of service users in order to identify their current clinical, social, and welfare needs, and to assess the suitability of our services to support those needs. • Care coordination of an individual's care, ensuring smooth transition through the clinical pathways offered within the service, and by external agencies. • Working as part of the Multi-Disciplinary team while also working autonomously to assess and manage a range of clinical risk issues and clinical complexity. • To act as the named keyworker for service users who would benefit from the Care Coordination approach present with complex and varying needs. • To manage referrals for care-coordination and allocation of care co-ordination tasks as well as to provide care co-ordination consultation to the London team.
Decision making & level of authority	The post holder will often be the named key worker for service users and will be responsible for the management of clinical risk and coordination of care around the individual. They will work with high level of autonomy when working with service users and will also need to utilise the multi-disciplinary team to ensure the correct care is being provided in line with evidence-based practice and guidance. The post holder will work closely with the safeguarding leads to manage safeguarding concerns and will work with the Adult Team Manager to regularly review and update the London Safeguarding Trackers. Works under close guidance and regular supervision from the Clinical lead Adult Team Manager and Clinical supervisor

Duties & Key Responsibilities
1. Responsible for managing the specific service area of intake processes.
2. To provide direct supervision and line management to other care co-ordinators within the team, undertaking regular performance reviews, ensuring staff have clear measurable goals and advising the team manager on the training and supervision needs of those staff. This role may also include providing direct supervision and line management to placement students, peer practioners as well as other staff members and approved volunteers.
3. To provide clinical manager cover – i.e. on-site managerial cover and duty cover in line with the clinical cover procedure, and to provide guidance for clinicians with urgent queries.
4. To carry out holistic assessments for those individuals who meet the referral criteria of

Freedom from Torture, presenting with a range of clinical, social, legal and welfare needs.
5. To work collaboratively with service users to develop written plans that detail the services that Freedom from Torture will provide, ensuring this care is in line with evidence-based practice.
6. To coordinate the care that other professionals have committed to offer as part of the care plan.
7. To manage referrals to the care-coordination service and organise the allocation of care co-ordination tasks as well as to provide care co-ordination consultation slots to Adult team.
8. To directly deliver services within the stabilisation and re-integration phases of the rehabilitation pathway.
9. To maintain appropriate clinical records of assessments, clinical work/group interventions and keep the FfT client database updated at all times.
10. To act as the named key worker for service users who need the ongoing support of the care coordination service. This includes being responsible for assessing, reviewing and managing clinical risk issues and safeguarding concerns.
11. To provide clinical evidence in the form of reports and clinical letters to the standard required by the Medical Legal Reports Team
12. To be an active member of the multi-disciplinary team and to attend pathway meetings and other work led meetings as required.
13. To work collaboratively with other service providers – health, social/community and voluntary, including using social care procedures to directly request external services when appropriate.
14. To work closely with the National safeguarding leads to support clients and colleagues by attending internal and external safeguarding/ child protection meetings and provide consultation to line reports and other colleagues around managing safeguarding concerns and regularly updating and reviewing our internal safeguarding tracker.
15. To provide indirect work such as fundraising activity, advocacy and training in support of clients.
For roles with line management responsibility: • Responsible for monitoring and addressing well-being of direct reports and contributing to practices that promote employee well-being organisationally **Other responsibilities:** • Taking care of own well-being and take advantage of well-being initiatives offered by the organisation to its staff. • Compliance with organisational policies and practices, and attendance at mandatory training.

- Any other duties as required by the organisation.

Person Specification

This form indications which criteria are Desirable or Essential and how this will be assessed

A = Application, I = Interview & T = Test

Knowledge & Qualifications	**D**	**E**	**Assessed**
Registered Mental Health Nurse or a Social Worker or Occupational Therapist with significant experience of working in the mental health sector with complex mental health presentations.		x	A
Minimum of 2 years' relevant post registration experience		x	A
Post Social Worker qualification for supervision of Social Work Trainees e.g. Practice Educator Level 1 & 2	X		A
Evidence of post registration continued professional development		x	A & I
Knowledge and experience of the Care Coordination approach		x	A & I
IT skills (including WORD, email/outlook, databases) sufficient to be able to use these packages and others of a similar nature in every day work		x	A
Skills & Experience for this role	**D**	**E**	**Assessed**
Previous experience of working in community mental health and/or social care settings in a similar role		x	A & I
Advanced Assessment Skills		x	A & I
Demonstrate an extensive knowledge of evidence-based assessments and interventions		x	A & I
Advanced knowledge of safeguarding legislation and guidance as well as relevant mental health law, including the Mental Health Act.		x	A & I
Understanding of the work of Freedom from Torture and complex trauma presentations		x	A & I
Experience of working under pressure, demonstrating the ability to work in a flexible way that is dependent on the circumstances that are presented.		x	A & I
Team player able to work within a small team		x	A & I
Ability to communicate effectively with clients, staff and colleagues across a range of organisations including medical, legal, refugee sector and mental health.		x	A & I
High level of psychological resilience to be able to work with challenging and distressing content		x	A & I

Able to challenge and be challenged		x	A & I
Experience of offering case supervision to health or social care staff	x		A & I
Experience of line managing staff	x		A & I
Experience of working with interpreters	x		A & I
Experience of working with refugees or asylum seekers and awareness of the needs of this client group	x		A & I
Experience of working with survivors of torture	x		A & I