


Job Title:	Triage and Assessment Practitioner	
Grade :	D	
Reports To:	Practice Supervisor	

Service Overview

The Coventry Emotional Health and Wellbeing Service ensures Children and Young People (CYP) access the right help, at the right time, in the right setting, helping to remove duplication and avoid CYP/families being 'bounced' in between services.

Compass has a successful track record in early intervention health and wellbeing services for children and young people. We use a wide range of creative and dynamic methods of engagement, including digital interventions, across community and educational settings.

Adopting a values-based approach is at the heart of what we do; through collaboration and coproduction with stakeholders our services continually evolve, directing resources based on evidenced need. We are incredibly excited and proud to be a trusted 3rd Sector provider enabling us to develop innovative methods to make a real difference to the lives of children, young people and families in Coventry.

The service will support CYP and families providing extra capacity for early intervention support within the community and across Coventry.

Service Structure

The service consists of one integrated skill mix team led by the Service Manager and supported by Data & Admin Lead, Practice Supervisor, Wellbeing Practitioners, CYP Counsellors and a Training and Consultation Practitioner who provide oversight and local leadership and supervision, to the skill mix team.

Purpose of the Role

Working as part of the wider team, the Triage and Assessment Practitioner will be responsible for conducting the triage of referrals into service, ensuring referrals are appropriate for COMPASS Shine intervention and support. The practitioner will complete high quality, holistic assessments of need with the purpose of identifying the most appropriate pathway of intervention for the children and young people that are referred into the service seeking support. The role involves leading on assessments with children, young people and their families and regular contact with professionals and other key stakeholders to support decision making.

The practitioner will support the day-to-day cover of the Triage and Assessment rota, including

liaising with the wider team to ensure all assessment appointments are allocated and delivered effectively to children, young people and families. The post holder will also play a role in reviewing and developing the assessment pathways and processes, to ensure triage and assessment is delivered as effectively and efficiently as possible – providing the best possible journey into the service for children and young people.

On occasion, and as directed by the Service Manager, the post holder will also be expected to hold a caseload and will promote the emotional well-being of children and young people with low level emotional health needs. You will work autonomously under indirect supervision within a multidisciplinary team.

The support you provide will be evidenced based and tailored to the needs of the child and young person, whilst working closely with parents, care givers, and allied professionals on an individual and in a group setting. You will work collaboratively with young people and their families, incorporating the use of outcome measures for the intervention provided. The input you provide will include specific emotional wellbeing support, consultation, and training to staff within the service and other agencies where appropriate, and will match the knowledge requirements of the post.

KEY DUTIES AND RESPONSIBILITIES

1. Service Delivery

- 1.1 Triage referrals as they are received into service, to ensure referrals are appropriate for the service
- 1.2 Carry out comprehensive assessments to identify and prioritise needs, identifying the most appropriate intervention to best meet an individual's needs.
- 1.3 Provide signposting and information where appropriate and identify appropriate treatment pathways for CYPs
- 1.4 Develop relationships and share information pertaining to an individual's care and support with families, parents and carers.
- 1.5 Regular communication with professionals who refer into the service to ensure referrers remain up to date with the progress of their referral.
- 1.6 Work as part of a multi-agency team to discuss referrals and relevant referral pathways
- 1.7 Work with the local Leadership Team to ensure clear process between the Admin Team and Assessment rota.
- 1.8 Support Team Leader to implement and monitor assessment rota, ensuring all assessment appointments are delivered as expected
- 1.9 Contribute to the development of ideas and innovative practice and propose changes to protocols and procedures within the service.
- 1.10 Actively contribute where appropriate in line with role and responsibilities to safeguarding
- 1.11 Maintain accurate records of all contacts ensuring timely input into the Client Information System.
- 1.12 Participate in audits as required by Practice Supervisor and/or Service Manager

- 1.13 Ensure all activity undertaken on behalf of Compass is carried out in a way that prioritises the need to safeguard children and adults in line with role and competency level and Compass policy and procedure.
- 1.14 Contribute to supporting and managing waiting lists.
- 1.15 Deliver goal based intervention for children and young people experiencing mild to moderate emotional wellbeing needs working at all times in collaboration with children, young people and families.
- 1.16 Deliver evidence based structured and unstructured group work and workshops to children and young people with mild to moderate emotional wellbeing needs.
- 1.17 Work in partnership to support children and young people experiencing mild to moderate mental health difficulties and their parents/carers, families and educators in the self-management of presenting difficulties.
- 1.18 Work effectively with children and young people to develop plans for interventions and agreed outcomes.
- 1.19 Support and empower young people, their parents / carers and families to make informed choices about the interventions being offered.
- 1.20 Operate at all times from an inclusive values base, which recognises and respects diversity.
- 1.21 Undertake and record accurate assessment of risk and need, operate clear risk management processes in line with locally agreed procedure including the safeguarding protocols of the employing organisation and local safeguarding boards.
- 1.22 Through supervision and management escalate concerns where the level of need or risk is beyond the scope of practice of the post holder.
- 1.23 Provide a range of information and support for evidence based guided self-help.
- 1.24 Practice, evidence and demonstrate an ability to manage own caseload in conjunction with the requirements of the team.
- 1.25 Attend multi-agency meetings relating to children and young people referred to or in the care of service.
- 1.26 Keep clear, professional and accurate records of all activity undertaken in practice.

2. Developing Effective Relationships

- 2.1 Establish positive relationships with children, young people and parents to support positive engagement with the service from the point of referral
- 2.2 Establish and maintain positive relationships with key stakeholders, working collaboratively to develop robust referral pathways
- 2.3 Be an active member of the team and reflect Compass' values.
- 2.4 Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- 2.5 Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

3 Managing Self

- 3.1 Prioritise own workload within agreed objectives using initiative.
- 3.2 Participate in regular supervision in accordance with professional guidelines.
- 3.3 Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and guidelines for professional practice.
- 3.4 Participate in the Compass performance review process and respond to agreed objectives.
- 3.5 Take responsibility for own and others' health and safety in the working environment.
- 3.6 Ensure that confidentiality is upheld at all times in line with Compass policy.
- 3.7 Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 3.8 Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policy and procedure.
- 3.9 Maintain accurate records in line with the Compass policies and procedures.

In addition to these functions the post holder is expected to:

Carry out other duties as may be reasonably expected in accordance with the responsibilities/ competency level of the post.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
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Qualifications	<p>Qualification in mental health or working with children & young people such as Diploma in Youth Work, Diploma in Social Work, Psychology degree, accredited counselling</p> <p>One year's relevant post qualification experience</p>	<p>Therapeutic post graduate qualification (ideally in low intensity CBT)</p>
Knowledge & Experience	<p>Experience of delivering comprehensive, holistic assessment of need for children and young people</p> <p>Experience of: Working with vulnerable groups</p> <p>Inter-agency and multi-disciplinary working</p> <p>Risk assessment and management in the delivery of clinical services (including safeguarding)</p> <p>Strong knowledge of safeguarding 'Working Together' 'Intercollegiate' and safeguarding children/adults guidance and legislation</p> <p>Knowledge and experience of Confidentiality and consent and Gillick competency and mental capacity</p>	<p>Experience of CBT informed practice.</p> <p>Experience of organising team duties</p> <p>Knowledge of Developmental needs of children and young people</p> <p>Understanding of Evidence based practice</p> <p>Understand The need for evidence and statistical data collection, and achieving targets</p>
Skills & Aptitude	<ul style="list-style-type: none"> • Recognition and escalation of risk, contributing to control measures • Planning workload, time management • Work under pressure and able to manage changing priorities • IT skills • Team player and a dynamic personality • Multi-agency/disciplinary working • Excellent communication skills and able to relate to CYPFs 	

	<ul style="list-style-type: none"> • Innovative practice and ability to influence others • Positive attitude; flexible and adaptable; solution focused; and tenacious. • Has a strong degree of personal integrity <p>Recognise and escalate safeguarding concerns thereby contributing to risk management</p>	
Other	<p>Able to occasionally travel across district and the area</p> <p>Able to work a flexible work pattern as service requires, including some evenings</p> <p>Holds a full UK driving license and access to a vehicle or Access to Work</p> <p>Enhanced DBS check</p>	

Compass values

The post holder must demonstrate all Compass values:

- Integrity: An unstinting commitment to honesty and openness in all our activities.
- Valuing Each Individual: Respecting the needs of each person and helping them gain greater control of their life.
- Being Solution Focused: Responding quickly and flexibly to current and emerging needs.
- Consistent & Reliable Approach: Always delivering on our commitments.

Safeguarding

The post holder must demonstrate and share our commitment to safeguarding by working

proactively to safeguard and promote the welfare of children, young people and vulnerable adults.

DBS checks

DBS checks will be undertaken and will be rechecked as and when determined by Compass. For further information about what is required in this process please go to www.gov.uk/disclosure-barring-service-check.

Equality, Diversity and Inclusion (EDI)

We know diversity fosters creativity and innovation. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where all belong. We expect all those employed or who volunteer to share our commitment.