

Job Title:	Duty Coordinator	
Reports To:	Operations Manager	

Service Overview

Mental Health Support Teams (MHSTs) and Early Intervention and Targeted Support Service (EITSS) are a prevention and early intervention service designed to promote good mental health and wellbeing, and to provide support to meet the mild to moderate mental health needs of children and young people (CYP) in education and community settings.

The services increase the CYPs mental health workforce and increase capacity to support pupils and students. The team works alongside education staff to develop and embed a Whole School Approach (WSA) to mental health and wellbeing at all levels in a fully integrated model with the Compass Changing Lives MHST and provides for a single point of access duty system for the county.

The service develops and delivers innovative methods to make a real difference to the lives of children, young people and families.

Service Structure

The staffing structure is made up of an integrated skill mix team.

These roles include Supervising Practitioners, Senior Mental Health Practitioners, Assistant/Trainee/Qualified Education Mental Health Practitioners, Mental Health Practitioners, Emotional Wellbeing Practitioners and specialist technical roles with staff coming from a wide range of professional backgrounds.

The Operations Manager is supported by Team Leaders and a Senior Administrator who provide oversight and local leadership to the skill mix team.

Purpose of the Role

Working as an autonomous and accountable practitioner within a skill mix team, the Duty Coordinator will provide daily oversight including, Clinical and safeguarding decision making, safety planning and risk assessment oversight, direct and manage daily throughput of screenings to meet KPI targets. Responsible for daily oversight of duty system including oversight of all incoming referrals and progress, supporting staff, liaising with external agencies, providing advice and guidance.

The Duty Coordinator is responsible for supporting the development/management of the MHST/EITTS Duty system. Working alongside the Operations Manager, Clinical Operations Team and Team Lead.

KEY DUTIES AND RESPONSIBILITIES

1. **Service Delivery**

- 1.1 Continued development of the Changing Lives Duty system to meet need and demand.
- 1.2 Support the Operations Manager and the Clinical Operations Team in the seamless delivery of duty system.
- 1.3 Support practitioners to risk assess and safety plan appropriately.
- 1.4 Liaise and communicate with external partners in accordance with agreed County Reciprocal Pathway.
- 1.5 Respond swiftly and make professional judgements to identify needs following specific care pathways. Delegate and reassign to skill mix team in line with their role and responsibilities/competency level.
- 1.6 Develop an understanding of local offer and thresholds for signposting to alternative provision.
- 1.7 Monitor progress towards local KPI's and national targets.
- 1.8 Provide advice to other members of staff and trainees and act as a role model.
- 1.9 Liaise with all members of the skill mix team and outside agencies in the implementation of support.
- 1.10 Work with the Data and Administration Team Lead to ensure clear processes between the administration team and Duty.
- 1.11 Contribute to the development of ideas and innovative practice and propose changes to protocols and procedures within the service.
- 1.12 Initiate and participate in departmental audit as requested by the Service Manager.
- 1.13 Support Clinical Operations manager in implementing monthly Duty rota.

- 1.14 Actively contribute where appropriate in line with role and responsibilities to safeguarding multi-agency assessments, meetings and reports including CAF, CIN, LAC and CP.
- 1.15 Proactively oversee record keeping with in Duty including, risk and level of need and safety planning.
- 1.16 Oversee the requests for support, screening booking and assessment booking system with support from the administration Team.
- 1.17 Hold consultations with professionals regarding referral suitability.
- 1.18 Support the Duty Team to communicate complicated or highly sensitive information such as the outcome of screening to CYPF in a clear and accessible way that enables understanding of next steps.
- 1.19 Maintain accurate records of all contacts ensuring timely input into the Client Information System.
- 1.20 Track and review case progression on Duty to ensure timely movement through pathways and minimise delays or backlogs.
- 1.21 Identify performance trends, risks, or gaps in delivery and take proactive action to address them.
- 1.22 Lead on improving the quality of clinical recording, including rationale, risk assessment and outcomes.
- 1.23 Use data and lessons learned to inform improvements in practice, processes and staff performance.
- 1.24 Contribute to the development of performance dashboards or reporting mechanisms to improve visibility of Duty activity.
- 1.25 Ensure consistency in decision-making, threshold application and rationale recording.

2. Leading and Managing People

- 2.1 Effectively support staff in order to deliver results; inspiring others to be positive in their everyday practice and service delivery.
- 2.2 Clinically support staff within the team.
- 2.3 Contribute to ensuring adequate cover for the Duty service throughout the year in collaboration with the local leadership team.
- 2.4 Actively monitor individual and team performance on Duty, including screening timeliness, quality, and outcomes against KPIs.
- 2.5 Work directly with staff to improve performance through coaching, feedback and real-time guidance during Duty.

- 2.6 Provide constructive challenge and hold staff accountable where performance or decision-making does not meet expected standards.
- 2.7 Support staff to understand and achieve service targets, including throughput, quality and documentation standards.
- 2.8 Escalate ongoing performance concerns to Team Leads or Operations Managers.
- 2.9 Support new and existing staff to meet competency expectations.
- 2.10 Take day-to-day responsibility for Duty performance, ensuring service targets and quality standards are consistently achieved.

3 Developing effective relationships

- 3.1 Be an active member of the team and reflect Compass' values.
- 3.2 Actively work towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.
- 3.3 Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise to promote effective information sharing.

4. Managing Self

- 4.1 Prioritise own workload within agreed objectives using initiative.
- 4.2 Participate in regular supervision in accordance with professional guidelines.
- 4.3 Take responsibility for own learning and professional development in line with Compass' Learning and Development framework and guidelines for professional practice.
- 4.4 In conjunction with own line manager, take responsibility for shaping and directing your assigned specialist themed lead area of work and supporting others in the development of their themed area.

- 4.5 Participate in the Compass performance review process and respond to agreed objectives.
- 4.6 Take responsibility for own and others' health and safety in the working environment.
- 4.7 Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.8 Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.9 Work in accordance with Caldicott Principles and Data Protection principles and adhere to all relevant Compass policies, procedures and guidelines.
- 4.10 Maintain accurate records in line with the Compass policies and procedures.
- 4.11 Skilled at managing conflict that may arise whilst working on behalf of Compass.

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
Qualifications	<ul style="list-style-type: none"> • A relevant professional qualification in mental health, healthcare, wellbeing, education, or a related field (e.g. EMHP, CWP, nursing, social work, occupational therapy) <li style="text-align: center;">OR equivalent experience • Evidence of continued professional development • Experience of risk assessment, safeguarding, and decision-making within a duty, triage or referral-based environment 	<ul style="list-style-type: none"> • Management / supervision training • Therapeutic post graduate qualification (ideally in low intensity CBT) • Post Graduate qualification in a relevant discipline • Mentorship qualification • Demonstrable experience working with children and young people within a mental health, healthcare, wellbeing, or early intervention setting • Post Graduate Certificate in Supervision (Supervisor course)
Knowledge & Experience	<ul style="list-style-type: none"> • Experience working with children and young people within a mental health, healthcare, wellbeing, or early intervention service • Knowledge of CBT informed practice. • Experience of working in a community and/or educational environment • Evidence of clinical development in practice • Risk assessment and management in the delivery of clinical services (including safeguarding) 	<ul style="list-style-type: none"> • Experience of leadership within Children and Young People clinical service areas • Experience of providing mentorship • Experience of inducting staff members • Experience of working in a community and/or educational environment • Experience of working in a skill mix team • Experience of line management and/or delivery of clinical supervision

	<ul style="list-style-type: none">• Experience of working in a high demand fast paced role• Experience of organising team duties• Experience of monitoring and managing performance against KPIs or service targets• Experience of reviewing and improving service delivery using data or audit findings• Experience of supporting or influencing staff performance in a clinical or operational setting	
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Skills & Aptitude	<ul style="list-style-type: none"> • Leadership and the ability to delegate and coordinate staff • Recognition and escalation of risk, contributing to control measures • Planning workload, time management • Work under pressure and able to manage changing priorities • Understand need for evidence and statistical data collection, and achieving targets • IT skills • Team player and a dynamic personality • Multi-agency/disciplinary working • Excellent communication skills and able to relate to CYPFs • Innovative practice and ability to influence others • Positive attitude; flexible and adaptable; solution focused; and tenacious. • Has a strong degree of personal integrity • Ability to monitor, interpret and act on performance data to drive service improvement • Ability to provide constructive challenge and hold others accountable for performance • Coaching and feedback skills to support staff development and improvement 	<ul style="list-style-type: none"> • Ability to analyse, evaluate and rationalise data and enable progressive models of delivery and intervention • Experience of using performance dashboards or reporting systems • Experience of contributing to service improvement or quality improvement initiatives
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Other	<ul style="list-style-type: none"> • Access to own transport or evidence of ability to commute efficiently between community venues. • Ongoing commitment to maintain registration in core profession 	
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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.