**Pioneering Care Partnership**

Job Description

COVID-19 Resilience Team Coordinator

# Responsible to: COVID-19 Resilience Project Lead

# Accountable to: PCP Chief Executive & Board of Trustees

# Located: Working from home. Delivery will be peripatetic across

# County Durham

# Scale/Salary:

# Hours: 37 per week

# Contract: Fixed Term until March 2022

The County Durham COVID-19 Resilience Team aims to provide a dedicated package of support to help improve mental health and resilience of people across County Durham who have been impacted by COVID-19. The team will be proactive, multi-disciplinary and forward-thinking. Dedicated to supporting local people and communities they will embody PCP’s values.

The COVID-19 Resilience Team Coordinators and Workers will work in a range of place-based and other settings and support the development and delivery of focused outreach work. Your role within this team will initially aid the implementation of the service, assessing individual patients, managing a caseload and ensuring the service delivers effective motivational and behavioural interventions to service users.

You will be confident to work with people in clinical and community settings, forging working relationships and escalating upwards when necessary.

**Job Purpose**

The post holder will be an effective team leader with the ability to maintain an open dialogue with all individuals involved in supporting the service user within the community. Responsible for the assessment, planning, implementation, and evaluation of service user support and action plans.

To work towards and participate in the model of support appropriate to area i.e. motivational interviewing and behavioural change interventions with and be responsible for a delegated case-load, with support from the clinical team when required.

To carry out service evaluations in line with the project plan and learning from best practice in order to develop new services/activities for the community, based on identified need.

To promote and deliver mental health improvement programmes and training to individuals and groups to support the delivery aims.

To ensure appropriate information and resources are available for staff and members of the public for individuals to make changes to their behaviour that have a positive impact on their health.

**Job Description**

**Leadership and Staff Management**

To carry out service evaluation in line with the project plan and learning from best practice, ensuring the service operates effectively and efficiently

To work flexibly as part of the team and to provide cover for colleagues as required maintaining appropriate staffing levels across the wider service.

To contribute to knowledge sharing and learning and assist with continuous improvement.

To help create a culture that helps colleagues become confident in using the appropriate technology and develop skills.

To carry out the management role within the performance guidelines set out in the organisations management objectives and to recruit, support, train and motivate staff and volunteers as required.

**Communication, Representation and Engagement**

To work with partners, existing groups and other VCSE organisation’s to ensure appropriate support and referral pathways.

Develop and maintain excellent working links/partnerships with colleagues, external agencies and all available resources that support delivery.

Ensure services are promoted through a variety of communications, marketing and media sources and platforms.

To lead on establishing and maintaining strong relationships within our service and with community partners.

Ensure that the service meets the needs of diverse groups including the delivery of gender specific groups and support for those with multiple vulnerabilities.

To assist PCP’s marketing & engagement work and use creative techniques to gather views from the communities we support.

To be an ambassador for PCP and represent the organisation at a number of different meetings, forums and events.

**Governance, Legal, Facilities and Risk**

To be responsible for data management of clients including inputting information onto databases and creating reports.

Work closely with colleagues and other professionals to ensure risk is managed and outcomes maximized for the service user.

To conduct personal, team members, venue and activity risk assessments as required.

To ensure Health and Safety and Safeguarding procedures are communicated effectively to teams and always adhered to.

To comply with all relevant organisational policies, procedures and guidelines in relation to safe practice and maintain an up-to-date knowledge of public health interventions and theoretical knowledge of health topics.

To adhere with financial processes and procedures and ensure that all resources purchased are within the allocated cost code budget(s).

To work to develop and apply appropriate monitoring, evaluation and quality tools in accordance with the quarterly performance monitoring procedures.

To operate within the policies and procedures of PCP, including confidentiality, equality, diversity and inclusion, information governance and data protection.

To support the organisational approach to Quality and continual improvement through becoming an internal auditor, environmental champion or health advocate.

**Service Delivery & Performance**

To manage a caseload of individuals to source and provide a package of support in particular assisting individuals in early intervention to improve their mental health.

To work with individual clients to on 1:1 basis to apply solution focused problem solving or to signpost and refer individual clients to a range of interventions, primary and secondary care services and voluntary and community support.

To develop and deliver appropriate group interventions.

To apply asset-based community development techniques and undertake research to support access to appropriate services.

To co-ordinate performance including reporting, providing regular updates/presentations to stakeholders and funders and internally through PCP’s reporting structures.

To contribute to the development of systems and procedures, and the whole team approach in meeting quality and performance targets.

**General**

To uphold PCP’s Core Values at all times.

Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the field, legislation and practice relevant to the service user group

To undertake any such duties required by your Senior Manager or the Chief Executive.

You will be required to work flexibly from varying operational sites as required and agreed

**January 2021**