**One Northern Devon**

**Primary and Secondary Care Flow Co-ordinator**

**Job Description**

Encompass Southwest is the employer for this role on behalf of One Northern Devon

**Salary:** £24,000 pro rata per annum

**Hours:** To be agreed with postholder – between 15 and 37.5 hours per week

**Term:** 15 hours (substantive), additional hours (fixed term)

**Location:** Currently split between home/Encompass and NDDH

**Responsible to:** Nicola Topham, OND Flow Project Manager

**Context**

Person-centred care requires that professionals understand the wider factors – beyond their medical condition – that can affect a person’s health and health conditions. These factors can include a person’s circumstances: their living conditions, family life, economic and social situation as well as past experiences that may affect their ability to manage their health well and live the life they want.

Professionals would often like to be able to provide person-centred care but do not have the time, tools or wider system support to be able to do so.

The One Northern Devon Flow programme aims to address this by putting in place a set of tools for professionals to use that helps them understand the wider factors that can impact a person’s health and to enable the right support is put in place to support a person with these in a holistic, joined up way.

**The purpose of the One Northern Devon Flow Co-ordinator**

To support Primary and Secondary Care professionals to provide person-centred, holistic and joined-up support to people with multiple or complex needs, ensuring non-clinical support needs are met as part of the therapeutic intervention.

To work in a trauma-informed way and promote trauma-informed practice in all interactions

The role is based in two main settings:

* Within Northern Devon Healthcare Trust’s Pain Team (15 hours per week)
* Supporting Primary Care teams across Northern Devon (22.5 hours per week)

**Duties of the Primary and Secondary Care Flow Co-ordinator**

* **Supporting professionals to use the Flow Toolkit**

To support professionals, as appropriate, to use the OND ‘Flow’ toolkit:

<https://onenortherndevon.co.uk/person/primary-care-flow/>

Organise trauma-informed training as agreed in the Flow programme

* **Supporting professionals with Flow Co-ordination**

Creating a multi-agency team of professionals and the individual to design a bespoke plan and share actions.

Engage with a variety of statutory, voluntary and commercial and public sector agencies to organise and run Team around the Person (TAP) meetings. The invitees to the TAP meetings will be based on the needs identified by the MDT. This team could include representatives from social housing, debt and money advice, addiction services, family services, charities, One Communities as relevant to the needs of the individual.

Most ‘Team around the Person’ meetings are held virtually and the Flow Co-ordinator will chair these meetings and take action points for each member of the team. Where possible the patient attends these meetings. The Flow Co-ordinator will structure the TAP meetings around the needs of the person identified during the What Matters conversation with the Lead Professional. They will ensure all members of the Team are able to work together to agree a joint plan of action, ensuring agreed actions are fully documented and shared with the team. Following the meeting, the Flow Co-ordinator will communicate with the team to ensure actions are completed or barriers are noted.

* **Monitoring and evaluation**

Attend weekly OND Team meetings

Create monthly reports including case studies and output and outcome data with the support of the Flow Project Manager.

**Primary Care Flow**

Duties:

To work across all four Primary Care Networks which may require some travel across Northern Devon, although it is anticipated that the majority of meetings will be held virtually via MS Teams.

Supporting Lead Primary Care professionals who could be any member of the primary care workforce depending on the individual patient. It could also be another practitioner from one of the partner organisations if that is most appropriate.

**Secondary Care Flow**

Duties:

To be an integral member of the multi-disciplinary Integrated Pain Team (MDT) that includes: physiotherapists, psychologists and support workers.

* Supporting patients with coaching/social prescribing/connecting

As part of the integrated MDT in the pain team, the Flow Co-ordinator will also support the patient directly with coaching conversations and connecting patients directly with support that is identified through these conversations, liaising with professionals as needed and escalating to a TAP if required.

This will require regular attendance at the Pain MDT either in person at North Devon District Hospital or via teams

**Key relationships**

* Multi-disciplinary Pain Team and North Devon District Hospital
* Primary Care – Lead Professionals in the Primary Care Flow programme – could include GPs, Practice Nurses, HCAs
* One Community Developers
* Primary Care Network Social Providers
* One Community Chairs
* One Northern Devon Flow Team

**Person Specification**

**Required**

* Able to work independently and as part of a team
* Good understanding of the not for profit sector as well as statutory and public sector
* Proven experience of working in a person-centred and trauma-informed manner
* Proven experience of working effectively and engaging with stakeholders from the statutory, voluntary and public sector
* Proven ability to work to deadlines and target-orientated work plans with minimal supervision
* Experience of developing and supporting networks and groups
* Ability to write reports and other documents
* Proven experience of supporting existing partnerships and projects as well as developing new ones
* Ability to be pro-active and self-starting in the development of projects and partnerships.
* Have a high level of IT literacy, particularly in relation to reporting, websites, social media
* Be an effective communicator in both verbal and written forms.

**Desirable**

* Training in /experience of using motivational interviewing or coaching style techniques
* Case management system inputting
* Experience of networking with local VCSE and statutory services to build the links with the Flow project.