

Staff Role Profile: High Intensity User Service Lead

Job Level	Grade 3	Job reference No.	1575
		Role review	20195
Directorate	UK Operations	Service/Function	Independent Living & Crisis Response
Reports to	IL Operations Manager (Dotted line to National HIU Lead role)		

Scale and scope of role

Direct reports	Community Connectors	Indirect reports	Volunteers
Budgetary responsibility / accountability	c. £5,000	Accountability for other resources	
Reach and impact	Working across Harrow, responsible for working with a rolling cohort of HIUs to provide emotional and practical support, which enables people to reduce their reliance on unscheduled care. This cohort is likely to have complex physical, mental and social needs. Provide direct support to HIUs, establishing relationships with primary, and secondary care services and voluntary sector local assets, to support improved outcomes for service users, the community and the health and social care system.		

Context

We help anyone, anywhere in the UK and around the world, get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the global Red Cross and Red Crescent humanitarian network.

Our values and principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Purpose of the role

The post holder will act as High Intensity User Lead working with high intensity users (HIUs) of unscheduled care services (A&E) in the Harrow area. The post holder will seek to reduce the number of emergency and urgent care interactions from service users on the caseload, addressing unmet social needs that present as medical or mental health episodes to A&E.

They will work alongside a BRC Community Connector to support people to navigate their way through the complex health and social care environment, removing the barriers that may impede self-management and helping to embed coping strategies.

The post holder will work closely with Mental Health Teams, Substance Misuse Providers, GPs, link workers and other multi-disciplinary teams to facilitate optimal joint working to ensure that safe and effective interventions are made. Nurturing key relationships and building networks within health, social care and the wider VCS sector, will be imperative to achieving the integrated and holistic support that is needed.

Main responsibilities

Case work management

- Identify those at greatest risk of A&E attendance, non-elective admissions and re-admissions
- Proactively manage a rolling caseload, using a truly personalised approach
- Reduce A&E attendances, avoidable non-elective admissions (NEL) admissions and re-admissions (physical and MH)
- Reduce 999 calls as a natural by-product
- Identify and support any potential emerging High Intensity Users to prevent escalation
- Act as a conduit to negotiate and de-escalate issues before a crisis occurs
- Assess the risk the service user poses to themselves and others, using appropriate safeguarding channels
- Form a robust HIU network of community health, social care, mental health, ambulance and police to effectively manage caseload creating a true integrated team working environment
- Allocating work to Community Connectors as appropriate

Service user support

- Effectively engage with service users to determine the triggers leading to their high intensity use of urgent and emergency care services
- Develop personal objectives and a bespoke plan of action with the service user, including a co-produced exit strategy, with the aim of reducing the use of urgent and emergency services by addressing underlying root causes
- Empower individuals to take ownership of and self-manage their health and wellbeing, using a range of innovative delivery methods

- Act as an advocate for the service user, supporting them through their journey of engagement with multi-disciplinary teams which results in more appropriate use of scheduled and unscheduled care
- Lead in removing barriers and stigma associated with HIU's to promote equality, diversity and safeguarding

Stakeholder management

- Facilitate optimal joint working and safe and effective care for individuals with complex needs by developing strong professional relationships with primary and secondary care staff
- Develop strong links into the community, improving knowledge, referral pathways and outcomes for HIUs
- Pro-actively participate in multi-disciplinary case meetings with relevant agencies about referrals or individual treatment
- Act as an advocate for the individual, liaise and work in collaboration with external agencies
- Educate and involve family members and others in the service users care plan as necessary
- Assist other providers to identify patterns and 'causal factors' which trigger relapse behaviours in former HIUs to shape future commissioning of service and/or demand/capacity planning.

Service Development

- Ensure that the service is efficient, reliable and delivered consistently within contractual requirements and national and local guidelines, using the Quality Standards Framework as a basis for assessment
- Share information (with service users consent) and review casework jointly with external agencies as required
- Ensure quality data is gathered to feed into the continuous improvement of the project
- Produce service reports, as required by the commissioner or BRC, to demonstrate qualitative and quantitative metrics
- Improve communication and partnership working between those involved in patient care 24/7
- Drive equality and patient voice

Team Leader

- All team members understand their responsibilities and objectives
- All resources involving staff managed in accordance with BRC policies and procedures
- All staff are kept informed of relevant organisational plans and updates on development
- Team ideas and comments are communicated and forwarded appropriately.

Team Member

- Actively participates in all team meetings
- Supports other team members
- Work and behaves in accordance with all BRC policies and procedures

- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

Pre- engagement checks Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> Enhanced - Adult Workforce
Scotland
> Protecting Vulnerable Groups (PVG) – Adult
Northern Ireland
> Access NI - Enhanced Adult check

Drivers Checks

> Required: Yes

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis in the UK. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of; age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate and we want you to be able to bring your authentic-self to the Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)		
Knowledge and Skills	Essential	<ul style="list-style-type: none"> • High level of enthusiasm and self-motivation • Good active listening and developed interpersonal skills for delivering key messages to a range of stakeholders both internal and external • Relationship building • Coaching skills with the ability to use informed persuasion and negotiation skills to influence others • Flexibility and personal resilience • Empathy, compassion and emotional intelligence • Innovation and change management • Time management and organisational skills to manage proactive and reactive workload • IT skills • Ability to identify risks, anticipate issues, create solutions and resolve problems • Professional and confidential approach to all work 	I I I I S/I I S I S I S/I I		
		Desirable	<ul style="list-style-type: none"> • Ability to build networks with relevant stakeholders • Planning and delivering projects and services on time. • Health and social care system knowledge 	I S/I I	
			Essential	<ul style="list-style-type: none"> • Supporting vulnerable individuals who have complex needs, affecting real change • Conflict resolution and dealing with difficult conversations • Demonstrating continuous improvement of projects • Managing safeguarding issues and processes 	I I I I
				Desirable	<ul style="list-style-type: none"> • Working with the local Voluntary Community Sector (VCS) • Leading a team

<p>Behaviours</p>	<p>Focussing on people in crisis – systematically engages with people in crisis</p> <ul style="list-style-type: none"> • Takes accountability for people in crisis, communities and/or other advocates, beyond service improvements, on an ongoing basis • Encourages others to think from those perspectives • Actively engages people in crisis in the ongoing shaping and planning of the service <p>Embracing and leading change – promotes constructive change</p> <ul style="list-style-type: none"> • Implements constructive change successfully and supports others to do so • Overcomes obstacles and deals with resistance around doing things differently sensitively and respectfully • Manages own responses to uncertainty around change and takes account of other people’s responses <p>Working collaboratively - Pro-actively builds collaborative relationships internally and externally</p> <ul style="list-style-type: none"> • Takes the time to be curious, gets to know others and their perspective, formally and informally • Manages relationships and partnerships for the long term – sharing insights, building trust, constructively and openly tackling conflict to agree solutions • Helps others to understand the common ground <p>Communicating and influencing - Takes multiple steps to communicate and influence</p> <ul style="list-style-type: none"> • Uses appropriate British Red Cross communication tools and channels to deliver multiple messages to a range of stakeholders, clearly and effectively • Influences others using compelling, well thought through arguments to build support and engagement • Provides explanations, raises awareness of issues and sends consistent messages to support progress <p>Solutions focussed - Sees multiple connections</p> <ul style="list-style-type: none"> • Defines the desired outcome by breaking the situation down into component parts • Identifies trends and questions inconsistencies in information/data • Anticipates obstacles, thinks ahead about next steps and contingencies • Uses a range of methods to identify solutions and make decisions, involving others where appropriate 		
<p>Additional requirements</p>	<p>Essential</p>	<p>- Ensures inclusive practice and promotes diversity</p> <p>-Due to the specific requirements of this role, there is a need to visit various locations, some of which are remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties, or be eligible for transportation via the Access to Work Scheme.</p>	
	<p>Desirable</p>		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.