



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Health Visitor Team Co-ordinator	<b>Role Profile Number:</b> NHSRP
<b>Grade/Salary:</b> Band 7	<b>Date Prepared:</b> June 2015 Reviewed and updated Feb 2017 Reviewed and updated Jan 2021 Reviewed and Updated Nov 2021
<b>Directorate/Group:</b> Children. Children, Families and Community Health	<b>Reporting to:</b> Professional Lead Health Visiting.

### Job Purpose

- To co-ordinate, manage and supervise a team of Health Visitors, HV Community Staff Nurses (HV CSN) 0-19 Community Staff Nurse Nurses (0-19 CSN) Senior Practitioners and Early Years Family Practitioners (EYFPs) to ensure safe and effective delivery of the Health Visiting (HV) service as specified in the national specification and local guidance and to the standards agreed in the Health Visiting dashboard
- A visible, designated leader promoting teamwork within a multi-professional environment, demonstrating critical analysis and decision-making skills, leading the delivery of a clinically excellent, high quality service influencing and facilitating change
- Professionally accountable for the maintenance of standards of professional practice as set by the NMC regulatory body for Health Visiting profession
- Demonstrate and role model a high standard of practice that encompass the 6 C's at all times
- Supervision of clinical practice, clinical audit, research, and teaching, to set, monitor and continually improve standards of care in addition to efficient and effective use of resources
- Take an innovative and proactive approach to the redesign of clinical services, linked to organisational priorities and in support of improved outcomes

### Key Accountabilities

- Supervision and support of all staff working in the HV team in the identified locality, to deliver the Healthy Child Programme and safeguarding responsibilities to the standards defined in the service specification
- Manage the team and demonstrate effective use of resources and workforce planning by monitoring

workload and, through efficient rostering, maintain appropriate staffing levels and skill mix taking account of role and competence of staff.

- Supervision and support of the Senior Practitioner to deliver safeguarding supervision to Health Visitors, HV CSN, 0-19 CSN and Early Years Family Practitioners through 1-1 and group supervision as per SBC Safeguarding supervision policy
- Be instrumental in supporting staff with escalation of cases using SBC's escalation policy as required.
- To deliver supervision (management and case discussion) as per the service policy including annual appraisals and reviews, to Senior Practitioner's, Health Visitors, HV CSN, 0-19 CSNs and Early Years Family Practitioners EYFPs in the team
- To embed best practice and through quality assurance activities provide assurance that practice meets all CQC, CCG, SEND, OFSTED and Safeguarding regulations. Play a key role in preparing for and being part of inspections from governing bodies
- Work with the Professional Lead for Health Visiting, Professional Lead for School Nursing, other 0-19 PHN team co-ordinators, Operational Managers, Practice Educator lead and the Named Nurse for Child Protection to ensure best practice, professional development of the staff and continual service improvement
- To contribute to the development and review all practice standard operating procedures
- Ensure a culture of continuous quality improvement through actively participating in 0-19 Public health nursing service audit cycle as well as managing patient/family/stakeholder feedback and reflection on practice by self and other members of the team
- Provide leadership cover for another Health Visiting team, in the short or long term absence of the Team Leader
- Work with colleagues across SBC and partners in the early year's workforce to ensure delivery of an integrated approach to services for children 0-5 years. Promote integrated working and participation in the common processes (Early Help Record and Plan) to support children and families with complex needs
- Implement HR Policies and Procedures with staff members. Lead the management of sickness absence and both informal and formal capability of staff
- To lead on the performance management of the Health Visitors in the team by using data and information and the regular reports received
- To support the recruitment and induction of new staff, adhering to local preceptorship guidelines.
- In collaboration with the Professional Lead and Operational Manager to deal with queries and or complaints from service users
- To lead the process of workload management and allocation in their team using local protocols when necessary, working with School nursing team leaders in the allocation of work to 0-19 PHNs
- Promote a clean and safe environment for staff, children and families by ensuring compliance with legislation, policies and protocols including health and safety, healthcare associated infection prevention, clinical governance, including risk management and critical incident reporting and contributing to root cause analysis
- Ensure a high standard of care and record keeping in accordance with Nursing and Midwifery Council, Health Professions Council, national legislation and local standards
- Assess the risks involved in the delivery of the service and ensure utilisation of practices and protocols to minimise those risks, including safe use of medical devices

- To monitor the standards of care and take appropriate actions when standards fall below expected levels
- Report incidents and near misses promptly and appropriately and take effective action to minimise future risk
- Ensure the identification of the health needs of families and communities, using appropriate methods and tools
- To actively plan personal professional development and maintain registration with the Nursing and Midwifery Council
- This role is not expected to manage a caseload directly, but is expected to support practice actively by working closely with the team, completing clinical contacts when required

### **Supplementary Accountabilities**

- Represent HV on groups identified and agreed with the Professional Lead and line manager
- Work with senior leaders in Early Years settings in the local area
- Work closely with Practice Educator lead to support the on-going development of the HV workforce by hosting SCPHN students in the team
- Facilitate the placement of Student Nurses in the team and allocate to mentors
- Because of the nature of the work and in accordance with the demands of the service, he/she will be required from time to time to work outside normal office hours, including evening and weekend work, for which time off in lieu of payment should be taken at a time agreed with the Service Manager Early Help. Overtime will not be paid
- This role profile is intended as a general guide to the responsibilities attached to the post

### **Knowledge & Experience**

*Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:*

- Qualified HV with experience of delivering Healthy Child Programme beyond preceptorship level
- Good knowledge of Healthy Child Programme and role of HV in leading this work locally
- Experience or qualification in leadership and /or management e.g. Senior Practitioner role, specialist role
- Experience of working with a common process such as the Early Help Record and Plan
- Experience of working with partners from across the workforce delivering services for children 0- 5 years
- Experience of working at a complex level with families in the Safeguarding arena
- Experience of managing staff
- Influencing and Change management skills
- Knowledge of solution –focused, strength based practice, a range of assessment tools and interventions to support change in families and staff
- Excellent written and verbal skills
- Ability to communicate with senior staff within the profession, and other professions, voluntary agencies, stakeholders and commissioners
- Solution focused, Positive and enthusiastic

## Qualifications

- Qualified and Registered NMC for SCPHN
- Registered Nurse/ Midwife
- Evidence of further professional development

## Decision Making

- To lead decision making with their team about risk, workload and performance. Promote forward thinking and planning
- To enable and empower the team to make fair and appropriate decisions about case management and service improvement decisions
- To help Operational Managers and the Professional Lead make informed decisions about recruitment, performance and practice
- Ability to organise team demands and achieve targets within agreed timescales, ability to work under pressure across competing priorities
- Effective personal time management skills, including managing stress

## Creativity and Innovation

- Need to be solution focused and able to demonstrate that they work in this way with the team as well as families.
- To empower all staff whatever their strengths to be the best they can be
- Ability to be creative whilst engaging and motivating a team of HV staff.
- Drive performance and embrace a coaching culture in a team and across the service.
- Ability to inspire others

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"><li>• They manage a skill mix team of HV, HV CSN</li><li>• They shall cover for other line managers within the team including Health Visiting Co-ordinators and Senior EYFP</li></ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"><li>• Manage the team and demonstrate effective use of resources and workforce planning by monitoring workload and, through efficient rostering, maintain appropriate staffing levels and skill mix taking account of role and</li></ul>	<p><b>Budget Holder Responsibility</b></p>          <p><b>Asset Responsibility:</b></p>	<p>No</p>          <p>HV Equipment in team and own laptop and phone</p>
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<p>competence of staff</p> <ul style="list-style-type: none"> <li>• The HV co-ordinator supervises practice Ensures work is being delivered according to standards set</li> <li>• Supervises compliance with agreed policies and procedures</li> </ul>		
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**Contacts and Relationships**

*(How the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Has relationships with families on team caseload
- Close relationship with school nursing under 0-19 public health nursing transformation
- Relationships with team and colleagues in Early Help and Social Work teams
- Relationships with MASH and Operational and Senior Managers
- External partners and colleagues in other agencies across workforce for under 5s including health and education

**Other Key Features of the role**

- To be flexible with working hours
- Work in accordance with Nursing and Midwifery Council (NMC) Code of Professional Conduct, service standards and organisational policies
- To be able to travel to a variety of settings as required

<b>Employee Signature:</b>	Print Name:
<b>Date:</b>	
<b>Line Managers Signature:</b>	Print Name:
<b>Date:</b>	