

## **Job Description Health Visiting Team leader**

JOB TITLE: Health Visiting Team Leader  
GRADE: Band 7  
ACCOUNTABLE TO: Health Visiting Operational Lead  
RESPONSIBLE TO: Head of Children's Public Health Nursing.

### **JOB SUMMARY**

To lead and directly line manage a Health Visiting team or teams within a Best Start Planning area and ensure the delivery of a safe, effective Health Visiting service. To be responsible for the day to day management of a defined group of staff and for delivery of the health visiting service providing expert information, assessments and interventions for babies, children and families including first time mothers and fathers and families with complex needs.

Support Health visitors (HVs) to help to empower parents to make decisions that affect their family's health and wellbeing and improving the health outcomes of populations and reducing inequalities by offering clinical and operational leadership and direct line management supervision.

To lead and monitor the quality and performance and capacity of the identified team and work with HV operational lead to identify and address risks, escalating as required.

To facilitate and develop locality working groups within best practice standards.

To facilitate Health Visitor population profiling to inform locality developments.

To actively work with colleagues to develop a cohesive, integrated locality Team.

To actively support the development and expansion of the offer of the national Health Visiting Service model within the service.

### **KEY RESPONSIBILITIES**

1. To show care, compassion and commitment to families acting at all times in the child or parents best interest.
2. To demonstrate competence in all activities and interventions.

3. To actively participate in the development, management and evaluation of CHS Governance Plans and developments.
4. To provide competent, compassionate leadership to a defined team, including management process, supervision and facilitation of team meetings.
5. To ensure staff compliance with CST and PDP and continuous professional development plans.
6. Work in close partnership with internal and external colleagues to support service delivery developments in line with national policy directives and local delivery targets. This includes the midwifery service.
7. To enthuse and lead staff successfully through change.
8. To actively work to promote the shared health, social and educational outcomes identified by Croydon Health services, the local authority and the CCG.
9. To work with the practice educator and colleagues to provide learning experiences in the working and educational environment for self, colleagues, students and others allocated to the team for clinical placement within and outside the workplace in line with CHS and Nursing and Midwifery Council (NMC) Code of Professional Conduct
10. To communicate well at all times particularly with the children, families and communities that the Health Visitor serves and in a way which actively fosters an understanding of the integrated service offer.
11. To ensure that any child and family needs identified in partnership with parents and carers are shared appropriately, clearly and effectively with colleagues and other partners.

### Leadership

1. To provide leadership to the service at locally and at national level.
2. To enthuse others with a vision that they would aspire to develop.
3. To inspire staff to provide a high quality service.
4. To make appropriate decisions within specific timescales to meet service delivery requirements. This includes performance management of staff within all human resources policies and processes.
5. To facilitate innovation, value creativity and develop the optimum potential of all staff within the teams, in line with developments of the integrated service and other partners.

6. To work with multi-disciplinary teams across professional and Organisational boundaries in children's centres, special schools and extended schools
7. To be reflective in developing strategies to function effectively within complex situations.
8. To develop new service delivery, including new out of hours services

### Operational Management

1. To facilitate, monitor and evaluate work carried out by teams, individual and self to ensure the most effective deployment of staff in the delivery of services.
2. To manage individual and team performance via appraisals, objectives and personal development plans in order to achieve objectives and contribute to national policies including the Healthy child Programme.
4. To prioritise and lead the recruitment and selection of staff in a creative way to enable development of a multi skilled workforce appropriate to effective service delivery.
5. To initiate, plan and manage projects within the clinical area. To manage adverse incidents within the service and support staff in completing datix reports.
6. To effectively time manage and prioritise own and others workload and to supervise the practice of other team members (including bank and agency staff), both directly and indirectly as appropriate.
7. To actively contribute towards the operational and strategic development of the service delivery.
8. To effectively manage change in order to implement organisational development and to achieve locally agreed strategies, objectives and activity targets. Refocusing traditional service delivery to ensure effective early intervention.

### Clinical Practice Development

1. To Facilitate staff to develop and improve practice. To innovate changes within the service and support staff to implement this into practice.
2. To be a change agent and successfully manage teams and individuals through service developments.
3. To initiate development of new services based on evidence based research.

4. To undertake clinical practice within the service, that includes attending case conferences and core group meetings, providing child protection supervision.
5. To refer to, liaise and work in collaboration with other professionals and colleagues in health and educational settings to ensure that the needs of children and young people are met
6. To empower children and young people, their families/carers and other groups to influence their use of our service, use of information available and act as advocate to ensure their health needs are met, promoting concordance and independence where possible.
7. To lead on and participate in clinical audit, screening programmes and research as necessary to support Benchmarking and the team's local and national Clinical Governance agenda.
8. To actively encourage and facilitate patient choice. To encourage staff to use patient surveys when service changes are considered.

#### Clinical Governance, Service and Practice Development

1. To contribute to the development of the Clinical Governance plan for the service. To develop innovative practice and implement evidence based health care within integrated children's services
2. To monitor the quality of the service via the auditing of standards. To lead the implementation of audit, including the development of data collection and the presentation of results, of research and evidence based practice within the service.
3. To facilitate staff and self to be part of a reflective process.
4. To identify areas of risk and develop and monitor action plans to control risks.
5. To attend service Governance and quality and Performance Groups to communicate decisions made and ensure that team practice is evidenced based.
6. To deal with complaints as per the policy and share learning from these and near misses. To work collaboratively with education and social services to ensure that any managerial, professional practice and service developments are implemented effectively, thereby supporting the needs of the population of Croydon.

7. To understand the implications of on-going changes within the NHS and Croydon Health Services and how this affects service provision and Practice Based Commissioning

### **Communications**

1. To facilitate public and patient involvement in all areas of service delivery.
2. To create, maintain and enhance effective working relationships within and across the teams.
3. To create and maintain effective working relationships with other disciplines within Croydon Health Services and Best Start.
4. To facilitate effective working partnerships with external voluntary and statutory agencies, including Healthy Schools Strategy, Special Educational Needs Service Children's' Centres and Extended School Staff.
5. To maintain accurate and up to date manual and electronic records, as well as collecting and recording activity, monitoring data, care aims and other commissioning requirements, in accordance with Trust and NMC policies and guidelines.
6. To chair team and allocation meetings to assist in maintaining effective communication networks both written and verbal informing senior staff of all matters outside role and competence.
7. To communicate and work in partnership with patients, colleagues and other statutory and voluntary agencies where appropriate, receiving, interpreting and presenting complex and sensitive information.

### **Other Duties**

1. To have responsibility for the Health, Safety and Welfare of self and others in the working environment, to follow safe working practice and to comply at all times with the Trust's Health and Safety Policies and Procedures.
2. To ensure confidentiality on all matters relating to patients and information obtained during the course of employment and not please such information to anyone else, other than those acting in an official capacity.
3. Undertake such other duties as may be reasonably required from time to time as are consistent with the responsibility and Scale of the post.
4. To participate in the Trust's staff development and performance review scheme.
5. Be computer literate, able to confidently use a variety of software packages to facilitate delivery of training packages and for data retrieval and appraisal.

6. To ensure that the team's equipment and supplies are stored, maintained and used in accordance with manufacturers' and Trust guidelines related to medical devices.
7. The post holder will be expected at all times to work within policies, procedures and guidelines, set out by the Trust and Professional Registration Body i.e. NMC Code of Professional Conduct and scope of Professional Practice.

Valuing Diversity and Promoting Equality

1. To be responsible for ensuring that all people met during the course of the job are treated with dignity and respect, given equality of opportunity, and are not discriminated against or disadvantaged.
2. The post holder will be expected at all times to work within the Trusts Equal Opportunities Policy and be responsible for promoting and participating equality and diversity.

Croydon Health Services is a smoke-free Trust. Smoking is not permitted on Trust premises or grounds or in any Croydon Health Services owned vehicle. Staff are not permitted to smoke openly in uniform and staff making home visits will be protected from passive smoking. Taking smoking breaks during paid working hours is not permitted.

NB. This job description is a reflection of the current position and may change in emphasis or detail in the light of subsequent developments in consultation with the post holder.

Updated December 2017

**Job Description Agreement**

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder: .....

Date: .....

Line Manager: .....

Date .....

PERSON SPECIFICATION

Best Start Health Visiting Clinical Co-ordinator  
Band 7

HEADINGS	ESSENTIAL	DESIRABLE	HOW TESTED
<b>EDUCATION AND QUALIFICATIONS</b>			
To have a clinical qualification RGN/ RN /Childrens Nursing /RM	X	Management or teaching qualification	A
To be a Specialist Public Health Practitioner Health Visiting qualification	X		A
Be educated to degree level	X		A
To have undertaken Nurse Prescribing training	X		A
To have a mentoring qualification	X		A
To have attained ENB 998 or equivalent		X	AI
To have evidence of recent continual professional updating	X		
Educated to masters level or be willing to work towards this.		x	
<b>KNOWLEDGE &amp; UNDERSTANDING</b>			

To have experience of implementing evidence based practice	X		I
To have experience of developing strategies, clinical guidelines and policies	X		AI
To have significant line management experience within a skill mixed team	X		AI
To have recent experience of working within a diverse community setting	X		AI
To have an extensive understanding of the Healthy Child Programme and The National HV service model.	x		
To have significant knowledge of safeguarding policies and procedures.	x		
<b>EXPERIENCE</b>	X		AI
To be able to demonstrate an understanding of current issues affecting community health services including: Health Services, clinical effectiveness, evidence based care and clinical governance	x		

To have evidence of continuing professional development	X		AI
To have extensive experience of working with families with Safeguarding Children concerns	X		AI
To show knowledge of the principles and practice of supervision including safeguarding supervision and restorative supervision.	X		AI
To be able to understand key elements of change management	X		I
To demonstrate an awareness of the complex issues involved when working across organisations and disciplines	X		I
To demonstrate knowledge and experience of reflective practice	X		I
To have an understanding of and application of the NMC Code of Conduct scope of professional Practice	X		I

To have Research knowledge	X		I
<b>SKILLS &amp; ABILITIES</b>			
Good communication and interpersonal skills, including an ability to build rapport and establish good one to one relationships	X		AI
Ability to Facilitate and lead the development of effective teams	X		AI
To demonstrate leadership in practice	X		AI
To have current knowledge of local and national policies forming health and social care	X		AI
To demonstrate and ability to draw information from a range of sources in order to make a contribution to service development	X		AI
To demonstrate competency in a range of clinical skills	X		I
Ability to develop practice and give feedback to clinicians and managers	X		I
Ability to manage workload and meet	X		AI

deadlines			
Ability to work independently and to demonstrate an ability to make decisions	X		AI
To have the ability and capacity to think widely and openly and to analyse complex problems and develop solutions	X		AI
To have the ability to diffuse anxiety, gain confidence and stimulate a climate of learning and openness	X		AI
To have the ability to support and challenge traditional views and work practices in a credible and non-threatening way	X		AI
To have the ability to critically appraise research findings and draw out significance for clinical practice and implement the research findings	X		AI
To have the ability to effectively use different styles of influencing in a variety of settings	X		AI
To have the ability to present and write	X		I

information in a clear and precise manner			
To be able to apply equality of opportunity to all staff	X		AI
To be able to Teach, present and facilitate	X		AI
To be IT literate	X		AI
<b>OTHER FACTORS</b>			
To have a valid UK driving licence and be a car driver	X		A
To be able to access a car for work purposes	X		A
To be able to travel across Croydon and surrounding Boroughs	X		AI

**A= Application**  
**T= Test**  
**I=Interview**