



## Job Description

**Job title:** Head of Aftercare  
**Reports to:** Medical Director  
**Responsible for:** Aftercare Team (Clinical Liaison Officers)

### 1. Main purpose of job

Accountable for the strategic oversight, management and development of the Aftercare service in line with the objectives of the charity.

Lead on safeguarding within the charity for clinical and non-clinical operations.

Management and oversight of the activities of the Aftercare team of Clinical Liaison Officers (CLO).

Provide direct clinical support to the Aftercare service, working directly with patients, families and carers as required in the provision of aftercare.

To work across East Anglia to develop key contacts for the Charity in developing our community operations, building relationships to facilitate further development of services.

### 2. Main duties/responsibilities

#### a) Strategy and Service Development

- Develop and oversee a strategy for Aftercare, outlining the service development requirements and providing clear objectives with a rationale.
- Acting as the figurehead of the Aftercare service, representing the Charity by preparing and delivering presentations on the service's activities to internal and external audiences.
- To monitor and report on the workload and performance of the Aftercare service and initiate any necessary developments or corrective actions.

- Work alongside the Deputy Medical Director for Clinical Governance & Service Delivery to develop PSIRF (Patient Safety Incident Response Framework) at EAAA.
- Take the lead on managing Duty of Candour visits to patients and relatives.
- Work closely with the EAAA CQC Nominated Individual and Registered Manager, to ensure that patient and family/ carer feedback is consistent with the CQC 'I' and 'We' format
- Accountable for the preparation and management of the Aftercare service budget, monitoring expenditure against budget set and taking appropriate action to control spending.
- Identify and facilitate service evaluation projects to ensure the effectiveness of the Aftercare service, setting and monitoring KPIs as appropriate.
- Forge relationships with regional hospitals across East Anglia to facilitate interaction between the CLOs and appropriate clinical hospital personnel to encourage qualitative feedback on patient progress and outcomes.
- Write and negotiate the necessary policies and protocols to facilitate cross agency working e.g. Data Sharing Agreements.
- Network with organisations and services across East Anglia to identify and forge relationships with partners to provide signposting opportunities and resources to enhance the care provided to our patients and relatives.
- Develop and negotiate clinical governance policies and procedures for implementation within the service and across the Charity.
- Oversight of the management and delivery of the EAAA Patient Forum.
- Support the development of measures to improve staff welfare across the organisation.
- Report on any service risks/incidents, relating to Aftercare and Safeguarding. Ensure learning from incidents and identify appropriate actions to be taken within the service and across the Charity.

#### **b) Team management**

- Accountable for the prioritisation and allocation of incoming workload amongst CLO team based on capacity, geographical distribution and operational caseloads.
- Management and oversight of the Patient Peer Support Facebook group.
- To provide (monthly) clinical supervision of the direct patient case work for the CLOs and facilitate additional independent supervision sessions as required.

- Manage staff welfare and the resilience needs of the team, taking timely action to signpost additional resources where necessary.
- Undertake staff appraisals and arrange regular one-to-ones to monitor staff performance and identify of training needs.
- Ensure there are appropriate training opportunities for all professionally qualified practitioners within both services to facilitate staff learning and meet their professional revalidation standards.

### **3. Safeguarding**

- Taking the lead on Safeguarding (Adults and children) within the charity for all departments.
- Ensuring the Charity staff (including Aftercare/Operations/Fundraising/HR/Marcomms /Finance) safeguarding policy is up to date/relevant.
- Keep up to date on current Safeguarding requirements by undertaking training/reading as necessary.
- Ensure Charity staff are aware of the policy and clear on their role in meeting their safeguarding requirements.
- Monitor safeguarding training compliance.
- Investigate any safeguarding incidents that are reported.
- Liaise, as required, with the Deputy Safeguarding lead.

### **4. General duties/responsibilities**

- From time to time, the post holder may be required to work at any of the Charity's sites in line with organisational needs.
- All staff must ensure confidentiality and security of information dealt within the course of performing their duties. They must comply with and keep up to date with Charity policies and legislation on confidentiality, data protection, freedom of information and computer misuse.
- All staff are required to adhere to and act consistently with all relevant health and safety legislation and Charity policies and procedures in order to ensure that their own and the health, safety and security of others is maintained.
- Staff will actively promote the Charity's commitment to equality and diversity by treating everyone with dignity and respect.

- All employees should take a proactive approach to personal development in order to ensure that skillsets are aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs.
- All employees have a responsibility for protecting, safeguarding and promoting the welfare of children and vulnerable adults.
- It is the responsibility of all employees to conduct all business in an honest and ethical manner.
- Staff should uphold and demonstrate the Charity's values (Respect, Accountability, Integrity, Support, Evolution).
- All staff should be aware of their responsibilities to protect the reputation of the charity e.g. social media and behaviour.
- Reporting incidents via the Datix system as part of an open and fair culture.
- Staff should be willing to undertake any activity as deemed appropriate by the charity that is in line with skills, experience and knowledge.

## 5. Person specification

| Education and qualifications  |   |
|---|---|
| Essential   | Desirable   |
| NMC Registered Nurse or HCPC Registered Health Professional   | Masters level degree  |
| Working towards Safeguarding Level 4  | Safeguarding Level 4  |
| Experience  |   |
| Essential   | Desirable   |
| Significant line management experience within a healthcare environment including responsibility for managing clinicians |   |
| Experience of working strategically and building relationships across agencies  | Experience of collaborative working and forming partnerships between organisations for the benefit of shared customers/consumers/patients |
| Experience of clinical service development  | Experience of managing the growth of a team and the challenges of managing change   |

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| Experience of preparing and managing budgets and being accountable for expenditure                          | Experience of service evaluation methods   |
| Operational and administrative experience demonstrating the ability to oversee all the activities of a team |  |
| Can demonstrate a variety of Clinical experience  | Working with bereaved families<br>Understanding rehabilitation needs of traumatised patients |
| Safeguarding experience and training in an organisational environment                                       |  |
| <b>Knowledge and skills</b>   |  |
| Essential   | Desirable  |
| Comfortable with presenting to small or large groups  | Knowledge of counselling techniques  |
| Evidence of ability to forge long term relationships with other organisations and stakeholders              |  |
| Diplomatic skills to manage any complaints or queries from patients or internal colleagues                  |  |
| Familiar with and able to use all Microsoft Office software products  | Generic knowledge of using database software   |
| Full driving licence  |  |
| Good spoken and written communication skills  |  |
| Good interpersonal skills   |  |
| <b>Personal qualities</b>   |  |
| Essential   | Desirable  |
| Good personal awareness   |  |
| Approachable, observant and empathetic  |  |

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| Calm and resilient                     |  |
| Patient, strong and fair               |  |
| Ability to put people at ease          |  |
| Good networker                         |  |
| Ability to balance conflicting demands |  |