

High Intensity Use Lead

Job Level	3	Job Reference No:	
		Role Review Date	September 2022
Directorate	UK Operations	Function	Health & Care
Service	Health & Care	Reports to	Senior Service Lead or Programme Delivery Manager

Scale and scope of role

Direct Reports		Indirect reports	Volunteers
Budgetary responsibility/ accountability		Accountable for other resources	n/a

Context

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

We enable vulnerable people in the UK and abroad 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 Red Cross and Red Crescent global 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 a specialist caseworker (HIU Lead) in a defined area working where there is high intensity use (HIU) of unscheduled care services (A&E, Mental Health and Primary Care). They will support people to identify unmet social needs and navigate their way through the complex health and social care environment, thereby reducing the number of emergency and urgent care interactions and removing the barriers that may impede self-management, whilst helping to embed coping strategies.

Key Responsibilities

Case work

- Identify those at greatest risk of A&E attendance and non-elective admissions
- Reduce 999 calls as a natural by product
- Proactively manage a rolling cohort of service users, using a truly personalised approach
- Reduce A&E attendances and avoidable non-elective admissions (NEL) and re-admissions. Reduce use of GP and/or mental health services
- Support individuals whose use of urgent and emergency care services is higher than expected to prevent further 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 and dynamic risk assessments
- 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

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
- Advocate to remove barriers and stigma associated with HIU to promote equality, diversity and inclusion

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
- Pro-actively participate in multi-disciplinary case meetings with relevant agencies about referrals or individual treatment, where required
- 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

Service Development

- Ensure support is delivered safely and effectively, using Dynamic Risk Assessments, Support Plans (including goal setting and outcome measures), whilst maintaining accurate BRM case notes and Datix records, in line with BRC best practice and to meet the service KPIs and needs of service users.
- 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
- Contribute to creation of 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 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).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

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

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. 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 British 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	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none"> • High level of enthusiasm and self-motivation • Ability to identify and manage risks, anticipate issues, create solutions and resolve problems • Relationship building, good active listening and developed interpersonal skills • Experience of person-centred support planning, supported self management, goal setting and achieving positive outcomes • Coaching skills with the ability to use informed persuasion and negotiation skills to influence others • Flexibility and personal resilience • Integrity, empathy, compassion and emotional intelligence • Ability to communicate and build networks with a range of stakeholders both internal and external • Time management, prioritisation and organisational skills to manage proactive and reactive workload • Professional and confidential approach to all work 		I S/I A S/I S/I I A/I S/I I I S/I	
	Desirable	<ul style="list-style-type: none"> • Planning and delivering projects and services on time • Health and social care system knowledge 		I I	

Experience	Essential	<ul style="list-style-type: none"> • Casework experience delivering community-based services across any of these areas: Mental health, drug and alcohol, physical health conditions, elderly, minority cohorts. • Supporting vulnerable individuals who have complex needs, affecting real change • Conflict resolution and dealing with difficult conversations • Managing safeguarding issues and processes • Ability to work autonomously and part of a team • Demonstrating continuous improvement of projects • Confident IT skills including Microsoft and relationship management systems 	<p>S/I</p> <p>S/I</p> <p> </p> <p> </p> <p> </p> <p> </p> <p> </p>
	Desirable	<ul style="list-style-type: none"> • Utilising appropriate statutory and VCSE referral pathways • Working with the local Voluntary Community Enterprise Sector (VCSE) • Previous casework experience with individuals who access emergency services frequently 	<p> </p> <p> </p> <p> </p> <p> </p>

<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 <p>Actively engages people in crisis in the ongoing shaping and planning of the service</p> <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 	
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Additional requirements	Essential	<ul style="list-style-type: none"> • Ensures inclusive practice and promotes diversity • 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 (except services located in London or defined urban projects). 	
	Desirable		

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.