

Halton High Intensity User Lead - Job Advert

1 x full time or 2 x 18.5 hours (job share).

Fixed term for 1 year

Secondment will be considered.

Salary: Band 6 (£30,401 per annum) or pro-rated if part-time

Closing Date: Wednesday 24th April at 5pm

An exciting opportunity has arisen for a High Intensity User (HIU) Lead to join NHS Halton Clinical Commissioning Group and Wellbeing Enterprises CIC to work across the local health and social care system.

We are seeking an experienced, resilient and motivated individual, with experience of working with people with complex needs, as well as working within a fast-paced environment.

The successful candidate will work with a rolling cohort of patients who attend A&E, call 999 or have been admitted to hospital more than might be expected. We are looking for an individual whose ability to connect with people is strong enough to support the change in behaviour of people with even the most complex medical/social needs. The post holder will seek to appropriately reduce the number of emergency contacts and other care interactions across Halton. You will also work alongside a team of dedicated non-medical community wellbeing professionals who support people to address wider social issues impacting on health and wellbeing.

Skills required will be empathy, compassion, strong negotiation, patience and a real appetite for helping those that many others may have either forgotten about or have turned away. This is an excellent opportunity to make a difference to people's lives, by putting in place interventions that reintegrate people into the local community, without the need to make demands on services that may not be the most appropriate to meet their needs. The successful candidate(s) will be working closely with Halton Clinical Commissioning Group, A&E departments at Warrington & St Helens Hospitals, Ambulance service (NWS), Police, Local Authorities and local Community Health Teams.

The successful candidate will work a 37 hour week or 18.5 hour week (if part-time). A flexible work approach is required as there may be some out of hour's calls i.e. evenings and weekends, as it is imperative that high intensity users feel fully supported during their time on the HIU programme. Due to the requirement of the post the candidate must commit to remaining with the project for 1 year. The work will be a combination of face to face contact with high intensity users, as well as

telephone contact and liaison with other service providers to support improved outcomes for service users

Who are High Intensity User Leads?

The HIU lead will draw on the involvement and valuable skills of those around them such as the Wellbeing Enterprise's Community Wellbeing Officers and Halton's Voluntary, Faith and Community Sectors, Social Services, Clinicians and Neighbourhoods in order to re-connect frequent users of health care into their communities.

They may hold a relevant professional qualification (a Masters in a relevant discipline would be advantageous, but not essential) and have acquired knowledge and experience of working with patients, clinicians and senior leaders within the health and social care sectors. They may not be clinical or professional, but have a strong sense of emotional intelligence and their personality is one that people connect well with.

We would look to recruit a suitable candidate with experience of working with clients who are isolated and who present with multiple and complex needs. We would also look to recruit an individual who has experience of lone working but this is not essential.

The HIU lead will be expected to represent Halton both regionally and nationally to champion the programme (e.g. video and conference presentations). Therefore, excellent communication and presentation skills are an essential requirement of the role.

What do HIU Leads do?

A HIU lead assesses the need of clients and uses 'out of the box' thinking to resolve their ongoing issues. A plan is prepared and implemented which is bespoke for each client and which is continually changing in line with the client's needs at that time. Once they are flourishing independently, they are discharged to step-down services to continue the work.

A HIU lead is responsible for connecting with the hard to reach groups in society in order to make a sustained improvement in their lives. Our belief is "when individuals flourish and their basic human needs are met, only then will their contacts on health care services be sustainably reduced".

If this is a challenge you are looking for then you would be most welcome to apply.

If you would like further information about this post please contact Wellbeing Enterprises:

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