



## Candidate Information Pack

### Job Title: Health Visiting Team Leader

Department: Children's Community Health Services

Date

## Welcome message from Lucy Botting, Director, Sutton Health & Care

Thank you for showing an interest in working with us at Sutton Health and Care – we are an exciting and innovative health and care partnership that provides community health and sexual health services to local people in Sutton.

Our ambition is to support the people to start well, live well and age well through a more personalised and joined-up approach to the delivery of health and care services.

By joining us, you will become part of a dynamic forward thinking team providing services to more than 200,000 people in Sutton.

We are a very close-knit and friendly organisation where everyone of our 500+ members of staff is valued. We strongly believe that our employees are our greatest asset

Join us and be a part of the team that is transforming the lives of families and residents in Sutton.

We look forward to receiving your application.

Best wishes,  
Lucy

Together with you, in your local community

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## About our organisation

Sutton Health and Care (SHC) is an exciting and innovative health and care partnership that provides community health and sexual health services to local people in Sutton. Our ambition is to support the people to start well, live well and age well through a more personalised and joined-up approach to the delivery of health and care services. Bringing together the ideas and expertise of our partners, we are able to provide local people with improved patient care, treatment and support more easily than ever before. The alliance is made up of various partner organisations; Sutton GP Services, London Borough of Sutton, Epsom and St Helier University Hospitals NHS Trust, South West London and St George's Mental Health NHS Trust as well as voluntary sector partners such as AgeUK. Each organisation is open and trusting of each other to take positive action to improve people's lives, tackle the causes of ill-health and promote health and well-being.

SHC is a commitment by partners to work differently in Sutton. We work to remove organisational boundaries in order to accomplish more for the people we care for. This enables us to deliver services with a strong focus on self-care, health promotion and prevention, allowing people to have a choice and control over the way their care is planned and delivered. By working together to share resources and information, we can better improve the health and wellbeing of the local community and importantly, tackle health inequalities across the borough.

## Our services

Since the launch of our joint venture in April 2019, Epsom and St Helier University Hospitals NHS Trust continues to host our adult community services, specialist children's services and sexual health services. Health visiting and school nursing services and the associated safeguarding and admin services are hosted by the London Borough of Sutton.

Sutton Health and Care operates across four Primary Care Networks within the Sutton locality namely; Wallington, Carshalton, Central Sutton and South Sutton & Cheam.

SHC provides a range of Children's services including:

- Children's Therapies
- Health Visiting
- School Nursing
- Special Needs and School Nursing
- Children's Continence Service
- Sutton Family Hubs

## Vision and Values

Our vision is clear – we wish to deliver seamless, coordinated and individualised care within the heart of the community. To do this, we must achieve two things: clinical and leadership excellence for our staff; and involvement, self-care and personalisation for families . We aspire to:

- ❖ One - think Sutton first
- ❖ Two - work across sectors
- ❖ Three - get involved early
- ❖ Four - build stronger, self-sufficient communities
- ❖ Five - provide coordinated, seamless services

SHC values demonstrate the standards of care and experience every child, carer and member or the public should expect from any of our services. They help shape everything we do. Our values are embedded within our recruitment and selection process, guide our training and development and nurture our talent management.



## Our staff

### Your career

Our people are central to our success. There are over 500 staff working in SHC and we continue to grow. We want our workforce to be engaged and motivated, happy and healthy. We seek to get the best out of you, so you provide the best quality care for families.

SHC supports staff development and training for all roles clinical and non-clinical, across all services. Enabling you to learn and grow throughout your career is important to us; we pledge to develop your knowledge and experience in ways that suit you. This could be through the provision of study days and courses or mentorship and specialist education. We have our onsite community Education Team and a dedicated Learning and Development Team to help staff access the support they need to reach their goals and aspirations. If you are in a management position, you will have access to various training opportunities to allow you to look after yourself and your team ranging from; leadership coaching, resilience lessons and wellbeing training to allow you to look after yourself and your team.

### New recruits

We are committed to making SHC an inclusive place to work, with the right support and culture to help you excel. We celebrate the diversity we have within our organisation and pride ourselves on having a workforce that is a true representation of the communities we serve.

When you join us, no matter what level you start at, we want to build a solid foundation that enables you to flourish in your new role. SHC offers a bespoke induction programme in addition to the corporate LBS programme; here we provide you with the opportunity to meet the senior leadership team and come away with a real understanding of the inner workings of our organisation. We aim to make your transition enjoyable and as seamless as possible. Your line manager will design and shape a tailored local orientation programme for you, ensuring you are at ease with your role and what is expected from you. Every new joiner will be paired with a 'buddy' for as long as they need, with a support network in place to help you every step of the way.

### Empowerment and Wellbeing

We take our teams' health and wellbeing seriously. From flexible working patterns and hybrid working options, to looking after your mental health; we have a number of support offers for all employees irrespective of band or division:

- Staff Counselling - free service for all trust employees regardless of job or grade
- Stress management – resilience workshops and coping mechanisms

- Keeping fit and well – free Pilates, yoga and lunchtime walking groups
- Back care - training in safe moving and handling practices and DSE assessments
- Discounts and Offers – on 100s of local and national companies including gyms
- Wellbeing resources – free event timetables, webinars and online guidance

Effective ongoing communication and support for all staff is our priority. We ensure you have access to:-

- Regular one-to-one conversations with your line manager
- PDP and appraisals with opportunities for personal development
- Clinical supervision for all staff
- Apprenticeships and opportunities to develop within the organisation
- Exit Interviews for all staff leaving the organisation
- Lone working devices for all clinicians and on call manager process for safety and support
- Freedom to Speak up Guardian available to listen and support staff

### **A great place to work**

We take pride in the work we do and we want you to be a part of the difference we make. Involving staff to help shape our journey of innovation and transformation is so important to us.

Our yearly 'Big Tent Events' and tailored 'Team Away Days' empower staff to reflect, help develop our vision and values and allow us to look forward to the future. We encourage our teams to integrate, pause but most of all, have fun! SHC celebrates your successes and recognises your hard work and efforts. We frequently present staff with 'Staff Awards' for hard work and to show our appreciation for everything you do.

We understand the impact COVID-19 continues to have on our services and on our people. SHC has set up 'wobble rooms' which provides staff with a safe space to stop and unwind and prioritise their own health and wellbeing. Also every week, look out for our online SHC newsletter and other regular staff bulletins which keep you up to date and informed with current affairs and important information.

We want you to be part of something exceptional. We welcome you to help us on our journey, starting with the following job description, which we hope inspires you to be part of our success.

For a list of our full vacancies, please visit our website here:

<https://www.suttonhealthandcare.nhs.uk/work-for-us>

## **Role Profile - Health Visitor Team Leader**

**Job Title:** Health Visitor Team Leader

**Job Family:** Frontline/Delivery

**Directorate:** Public Health / Chief Executives

**Grade:** 9 (NHS Band 7)

### **Details Specific to Job Family**

These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.

At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and may be ultimately accountable for ensuring compliance with statutory obligations.

### **Details Specific to Grade**

Will have accountability for achieving clearly specified and measurable results either personally or through the leadership of a team. Will be dealing with complex problems and issues within the boundaries of technical or professional skill and knowledge. Will make recommendations on procedural improvements and other initiatives to enhance team performance. Roles requiring a level of professional expertise to deliver a front line service.

### **Role Description**

The post holder will be employed by the London Borough of Sutton (LBS) but will work as part of the Sutton Health and Care Alliance (SHC). SHC is a partnership of key local health and care providers including the Council, Epsom and St Helier's NHS Trust, South West London and St Georges MH Trust and the GP Federation. The SHC Alliance was formed so that local health and care providers could work together to deliver high quality health and social care for Sutton residents. The SHC Alliance is already starting to deliver innovative services in Sutton that are providing joined-up care. The first of these is Sutton Health and Care at Home which went live on April 18.

The Health Visiting (HV) Team Leader will work within the 0-19 specialist public health nursing service. The HV Team Leader will promote good practice and effective communication within the health visiting teams, service lead, across the council and within the Trust. and between other NHS partners and all external agencies relating to delivery of a comprehensive and needs led universal service and public health focused.



### **Representative accountabilities**

- Deliver complex service activities and manage caseloads intended outcomes for customers and the Council are delivered within agreed service standards
- Liaise with customers to review service requirements and resolve problems.
- Lead on the development of specific policies and procedures to contribute to the continuous improvement in our work area
- Where relevant coordinate the work of a team, either formally or as part of a project to ensure individual and team objectives are delivered
- Keep up to date with changes in relevant policy and legislation to ensure delivery in your own work area is effective and complies with appropriate regulations / statutory guidance. to support the wider HV teams adherence to all relevant policies and legislation.
- To ensure staff comply with their obligation to collect data through electronic recording systems in a timely manner
- To actively encourage feedback from clients and seek ways to ensure the service is responsive to client needs
- work in close partnership with other agencies, including social care, early years community and voluntary services

### **Specific accountabilities**

- Contribute to and lead on the development of standards and policies for health visiting across SHC. Maintain high standards to safeguarding/child protection practice with the health visiting teams
- To lead and line manage health visiting teams to ensure the delivery of a comprehensive and needs led universal service
- To monitor the quality and service provision, identifying areas for service and professional development and facilitate their implementation
- Act in accordance with the Nursing and Midwifery Council Code of professional conduct and practice and to be accountable for all their actions. Maintain a revelation file in the NMC requirements
- Maintain up to date records ensuring that confidentiality is respected and that the standards of record keeping are met. Ensure all health visiting staff adhere and maintain the expected standards for record keeping and confidentiality.
- to be responsible for promoting good practice and effective communication within and between primary care, statutory and voluntary organisations on all matters relating to the welfare of children and young people
- Ensure all staff are appraised annually, with clear objectives to link into service, directorate and corporate objectives
- Be responsible for recruitment and selection of staff in line with LBS recruitment and selection process
- To lead on specific project work as required, to participate in research where appropriate and audit to ensure the development of effective and innovative practice and maintenance of standards
- To actively encourage client feedback and seek ways to ensure the service is responsive to client needs



- To take appropriate action with regard to any accident or incident to clients/staff. monitor incidents and ensure teams learn from incidents
- Communicating highly complex information to staff, stakeholders, children and young people, parents and carers where there may be barriers of understanding such as lack of knowledge about service delivery or care pathways

#### **Mandatory accountabilities/requirements for all LBS staff**

- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace

#### **Person Specification**

##### **Qualifications**

- Be a Registered nurse, having a Specialist Public Health Community Nurse qualification - health visiting
- Relevant post qualification management qualification or equivalent experience
- Strong post registration experience as a Health Visitor
- Experience of managing change on a range of service related projects. have a good understanding of the importance of partnerships working at national, local and corporate level.

##### **Knowledge and Competences**

- Understanding the National and Local Safeguarding Childrens agenda
- Awareness of clinical governance requirements and quality assurance frameworks
- Understand the complexities and issues related to the local economy.
- Demonstrate evidence based practice
- Be able to give advice and support through effective communication and clinical leadership skills
- Be able to demonstrate a positive attitude to organisational and service change as required. To be able to sensitively guide and support staff through the change process
- Be able to work using a creative and logical problem solving approach creating confidence in practitioners
- Be able to critically analyse information, produce high quality reports and be able to promote the organisation to a range of stakeholders