

JOB DESCRIPTION

JOB DETAILS:

Job Title:	Engagement Worker
Band:	Band 4
Directorate:	Mental Health and Learning Disability
Department:	Reach / IIRMS - Forensic Team
Base:	Mallard Court
Responsible for:	Reach / IIRMS
Responsible to:	Lead Psychologist
JD updated:	27/11/23

Department Core Purpose

Somerset Foundation Trust Forensic Services provides support for those in Somerset who experience mental health difficulties and are in contact with the criminal justice system or who present with significant risks to others.

This developing service comprises a number of teams including:

- A Liaison and Diversion Service within police Custody, locally named ASCC (Advice and Support in Custody and Court).
- An OPD (Offender Personality disorder) Pathway in conjunction with probation services, including an Intensive Intervention and Risk Management Service (IIRMS).
- A Specialist Community Forensic Team (SCFT) who hold responsibility for Gatekeeping / admission avoidance into secure care and provide key working for patients within secure care setting across the South West Provider collaborative region.
- Forensic Link Workers– providing Forensic advice and support to community mental health services and non secure inpatient settings. Also providing SPA services for the SCFT.
- Ash Ward, a 12 bedded Male, a low secure inpatient ward that is part of the South West Provider Collaborative.

Job Purpose:

Working within the 'Reach' (IIRMS) Service (Integrated Intervention Risk Management Service) as part of the Offender Personality Disorder (OPD) pathway.

The IIRMS team sits under the umbrella of Forensic mental health services.

The post holder will work with offenders who have been referred into the Reach Service and are resettling into the community following imprisonment. The post holder will support service users who are likely to be deemed 'hard-to-engage', to access and utilise a range of community services in order to improve their use of these resources, which is likely to improve their mental health, social difficulties and reduce the risk of re-offending. The post holder will actively engage and work with a number of individuals with offending histories who are likely to have a wide range of mental health problems, along with co-existing complex needs, including substance misuse, significant risk histories, social exclusion, lack of meaningful activity, relationship difficulties, skills deficits (e.g. problem solving, social / communication skills) and who at times, may present with extremely challenging behaviours. The post holder will give support to service users enabling them to access a wide range of services that can provide help and advice with health, housing, social exclusion, education / training, employment, debt management and specific services for females (i.e. the Nelson Trust). The post holder will be expected to develop a good knowledge of community resources for service users to access as appropriate.

All work will be supported by the 'Reach' IIRMS & OPD staff, be fully risk assessed and managed with procedures in place for lone working. The post holder will provide support to the Reach & OPD colleagues in the provision of psycho-education and low level emotional regulation skills training.

Date of Job Description: November 2023

Duties and Responsibilities

Communication and Key Working Relationships

To work alongside other members of the Reach IIRMS and OPD Service for an allocated number of individual service users who have been identified as suitable for the Reach Service. The post holder will also be required to attend and actively participate in team meetings, training sessions, team and care plan review meetings and supervision as appropriate.

To attend probation offices and prisons to contribute to health and social assessments, advice, and the delivery of care pathways for individuals where a potential mental health or other vulnerability has been identified.

To network with a wide range of health and social care agencies to identify and develop a database of local resources and to understand the impact of stigma that offenders with mental health problems and other vulnerabilities often face in assessing these services.

To communicate often complex, sensitive and, at times, contentious information where skills of persuasive motivational negotiating, empathy and counselling are required, often in situations where there are barriers to understanding and high stress levels e.g, Criminal Justice settings

Key Relationships

- Service Users
- Supervisor/Line Manager
- Teams within the Forensic Service, including Advice and Support in Custody and Court Team (ASCC) and the Specialist Community Forensic Team
- Probation and Criminal Justice staff
- CMHT and Home Treatment Teams
- Benefits Agencies
- Housing Agencies
- Substance Misuse Services
- Employment and Education Services
- Debt Management and Advice
- Safeguarding
- Primary Care
- Other IIRMS and OPD Services

Planning and Organisation

Maintain effective time management tools when taking responsibility for a caseload of service users.

To liaise with OPD/Reach staff along with an extensive number of external agencies in the provision of support and interventions for identified health and social needs.

The post will require access to transport in order to attend appointments throughout the county.

To carry out all own administrative duties, which may require lengthy periods of time at a desk or computer, using hard copy and electronic records systems.

To undertake visits, in a range of locations, including offices and carers homes. Visits may be prolonged, and concentrated, particularly during initial visits.

There is occasional exposure to hazardous/highly unpleasant environmental conditions when home visiting and the post holder is likely to be exposed to individuals with challenging behaviour or those who are in crisis, are emotionally distressed and who can become verbally aggressive.

Risk assessments to be carried out, as necessary, as the nature of contacts with service users requires that work is predominantly undertaken alone, inline with lone working policy.

Analytics

Provide information to the Reach/OPD staff in order to contribute to audits and monitoring reports.

Responsibility for Patient / Client Care, Treatment & Therapy

To positively promote independent living of services users within community and to develop a rapport with service users within appropriate and transparent boundaries.

To work with and maintain appropriate engagement for a time limited period with offenders with mental health problems and other vulnerabilities who are likely to have multiple and complex needs.

Provide regular and practical support to service users and their carers in developing and managing dignity and independence

Provide support with daily living by agreeing a support action plan with service users and professionals involved in their wellbeing.

Provide information on health promotion, including alcohol brief interventions.

Help to identify early signs of deterioration in mental state and/or potential increase in risk to self or others.

To maintain adequate records as required by existing procedures, entering appropriate details on the service user's electronic health records, as necessary.

Actively promote the rights and responsibilities of service users, engendering empowerment and wellbeing.

Policy, Service, Research & Development Responsibility

Participate in the review and evaluation of the service provided to clients by the Reach ST&R Service.

To understand and follow Trust policies and procedures.

Be responsible for updating own knowledge as and when necessary

Be involved, feedback and comment on quality improvement proposals.

Responsibility for Finance, Equipment & Other Resources

To be responsible for trust equipment such as laptops / mobile phone and use in accordance with trust policy

Responsibility for Supervision, Leadership & Management

To attend and utilise regular supervision

Act as a positive role model and lead by example

Assist with risk management

Information Resources & Administrative Duties

Provide information to the Reach/OPD staff in order to contribute to audits and monitoring reports.

Maintain specialised databases: involves input, updating and retrieval of statistics.

Have a comprehensive understanding of Trust information systems/speciality systems.

Any Other Specific Tasks Required

Attending meetings as appropriate.

To work flexibly and able to travel to other areas as and when required.

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

General Information

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

Confidentiality

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

Equality & Diversity

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

Safeguarding

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

Risk Management / Health and Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974, ensure that agreed safety procedures are carried out and maintain a safe environment for employees, patients and visitors.

Records Management

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

Clinical Governance

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

Prevention and Control of Healthcare Associated Infection

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

Smoking

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

Policies & Procedures

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

Sustainability Clause

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

Review of Job Description

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies.

Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<u>QUALIFICATIONS & TRAINING</u> <u>Evidence of Qualifications required</u> <ul style="list-style-type: none"> Minimum Level 5 health related Qualification which may include, Higher National Certificate NVQ level 4 or 5 Foundation degree, Higher National Diploma, Diploma in Higher Education, Evidence of continued learning Psychology Degree 	E	D D
<u>KNOWLEDGE</u> To have knowledge and experience of a wide range of health and social care community resources. Ability to work proactively alongside people to help meet identified goals and needs. Experience of working autonomously and managing an individual caseload. Experience of working with people with drug and alcohol problems Experience of working with people who have had contact with the Criminal Justice Service	E E E	D D

Experience of working with people who are difficult to engage	E	
How to deal sensitively with distress, disturbance and unpredictability	E	
Risk assessment and management skills	E	
<u>EXPERIENCE</u>		
Substantial proven experience in health care	E	
Experience of working in community settings	E	
Experience of working with people with mental health problems.	E	
<u>SKILLS & ABILITIES</u>		
Compassionate – Exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives remaining sensitive and empathetic.	E	
Listen to others views, respecting and valuing individual patient needs.	E	
Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues and junior staff members.	E	
Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients.	E	
Ability to recognise and manage challenging situations in a calm and professional manner.	E	
Ability to take instruction and direction and work effectively as part of a team.	E	
Ability to record and retrieve information on charts/paper and electronic patient records.	E	
High standards of written communication skills with the ability to use e-mail and internet.	E	

Ability to undertake PMVA training to required level for the role.	E	
COMMUNICATION SKILLS: Evidence of a good standard of Literacy / English language skills. Compassionate – Open minded, treats colleagues, patients, carers and relatives with dignity and respect. Non-judgemental approach to working with a stigmatised group of people. To be able to demonstrate an awareness and responsibility whilst recognising the impact frequent exposure to distressing circumstances has on care and compassion. Sympathetic and considerate towards patients, carers and relatives. Ability to inspire hope, support, recovery and make a difference. Act in a way that supports equality and diversity.	E E E E E E	
PLANNING & ORGANISING SKILLS Flexible and adaptable to meet the needs of the patients. Able to manage own diary	E E	
PHYSICAL SKILLS • Ability to undertake PMVA training to required level for the role.	E	
OTHER Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel throughout the Trust to meet the needs of the service.	E	

SUPPORTING BEHAVIOURS

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

Outstanding Care:

- We treat everyone with dignity, kindness and respect.
- We involve patients, relatives, carers and colleagues in decision-making.
- I ensure that my actions contribute to outstanding care regardless of my role.
- I admit mistakes, apologise and learn from them.
- I champion the health, safety and wellbeing of patients, relatives, carers and colleagues.
- I speak up when others cannot.

Listening and Leading:

- I lead with empathy, taking responsibility for how my emotions and actions affect others.
- I inspire others to embrace change, encouraging them to see their part in the bigger picture.
- I strive to be the best I can be.
- I value the opinions and contributions of colleagues, patients and others.
- I encourage innovation and am open to new ideas.
- I listen with interest and take action if I am able.

Working Together:

- I collaborate with others to achieve shared goals.
- I communicate clearly and appropriately.
- We work together to overcome challenges.
- I ask for help and always assist those in need.
- I thank colleagues for their contributions and celebrate shared successes.
- I use resources effectively, treating every £ as if it were my own.

SUPPLIMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		X	
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids		X	
Lifting or weights / equipment without mechanical aids		X	
Moving patients without mechanical aids		X	
Making repetitive movements	X		Typing
Climbing or crawling		x	
Manipulating objects		x	
Manual digging		x	
Running		x	
Standing / sitting with limited scope for movements for long periods of time	x		When typing notes
Kneeling, crouching, twisting, bending or stretching	x		On occasion when engaging with patients
Standing / walking for substantial periods of time	x		
Heavy duty cleaning		x	
Pushing / pulling trolleys or similar		x	
Working at heights		x	
Restraint ie: jobs requiring training / certification in physical interventions	x		Will require PMVA level 1 and 2
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another (give examples)	x		There may be changes to diary due to service demands.
Carry out formal student / trainee assessments		x	

Carry out clinical / social care interventions	x		
Analyse statistics	x		
Operate equipment / machinery		x	
Give evidence in a court / tribunal / formal hearings	x		On rare occasions this may occur
Attend meetings (describe role)	x		
Carry out screening tests / microscope work		x	
Prepare detailed reports	x		Note keeping
Check documents		x	
Drive a vehicle	x		
Carry out calculations		x	
Carry out clinical diagnosis		x	
Carry out non-clinical fault finding		x	
Emotional Effort	Yes	No	If yes - Specify details here - including duration and frequency
Processing (eg: typing / transmitting) news of highly distressing events	x		
Giving unwelcome news to patients / clients / carers / staff	x		
Caring for the terminally ill		x	
Dealing with difficult situations / circumstances	x		
Designated to provide emotional support to front line staff		x	
Communicating life changing events		x	
Dealing with people with challenging behaviour	x		
Arriving at the scene of a serious incident		x	
Working conditions – does this post involve working in any of the following:	Yes	No	If yes - Specify details here - including duration and frequency
Inclement weather		x	
Excessive temperatures		x	
Unpleasant smells or odours	x		On occasion
Noxious fumes		x	
Excessive noise &/or vibration		x	

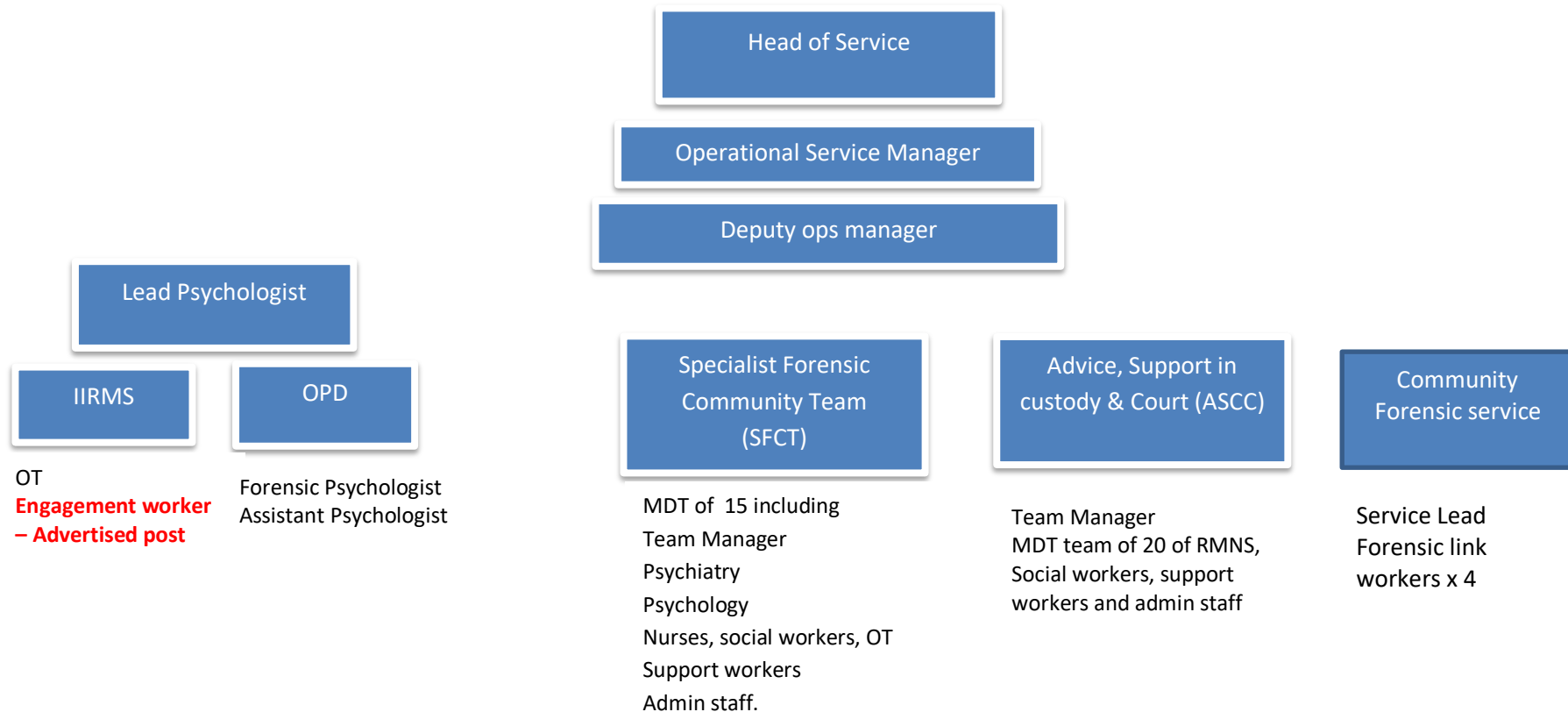
Use of VDU more or less continuously	x		If note wrtiting
Unpleasant substances / non household waste		x	
Infectious Material / Foul linen		x	
Body fluids, faeces, vomit		x	
Dust / Dirt		x	
Humidity		x	
Contaminated equipment or work areas		x	
Driving / being driven in Normal situations	x		
Driving / being driven in Emergency situations		x	
Fleas or Lice		x	
Exposure to dangerous chemicals / substances in / not in containers		x	
Exposure to Aggressive Verbal behaviour	x		This may occur due to nature of client base, however risk assessments will take place
Exposure to Aggressive Physical behaviour	x		This may occur due to nature of client base, however risk assessments will take place

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:		28/11/2023	

Department Organisational Chart



Department Core Purpose

The Forensic Team provides a service for service users in Somerset who experience mental health difficulties and are in contact with the criminal justice system, or who present with significant risks to others.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			