

AFC Reference:	CBU/0051/LIVERPOOL
Job Title:	Liaison & Diversion Support Practitioner
Band:	4
Hours:	37.5
Division:	Local Services Division
Accountable to:	Operational Manager CJLT

#### **Job Outcomes:**

**As a result of the post-holder being effective in their role, The Trust would expect to see the following outcomes for the Trust, service users and the wider community:**

1. Mersey Care NHS Foundation Trust as a leading provider of community services, mental health care, physical health, addiction services and learning disability care.
2. Service users receiving a high quality service and one which is free from stigma, discrimination and harm.
3. Staff engaged with the delivery, innovation and continuous improvement of services to benefit service users.
4. Visible and responsive leadership, setting the standard for others and role-modelled throughout the division for all managers
5. The Trust values of Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support will be embedded across the division for all staff and evident to service users.

#### **Criminal Justice Liaison Team (CJLT) Specific Information**

##### **Job Purpose**

1. Working alongside Criminal Justice Liaison and Diversion practitioners as part of the Criminal Justice Liaison and Diversion Team under the direction of the team manager, Liaison and diversion support practitioners will work with individuals providing support with practical concerns or difficulties that might be affecting their mental health and wellbeing.
2. To assess service users needs within an agreed framework and plan, deliver and evaluate interventions under the supervision of a qualified practitioner.
3. To carry out assigned duties, involving direct care and observation of service users under guidance and supervision of a qualified practitioner.

4. To report to the qualified practitioner and observations made whilst providing care to service-users.
5. To support and assess those persons with mental health problems in the criminal justice system and within health and social care settings under the supervision of a qualified practitioner.
6. To support those within the scope of the Liaison and Diversion Service (ageless service to include Children, Youths and Adults)
7. All Liaison and Diversion support workers will be expected to be able to develop links into the community and agencies to enable improved, supported access to services.
8. The post holder will support individuals in assisting the professionally qualified team members to assess, plan, implement, and evaluate the support offered by the Criminal Justice Liaison and Diversion Service
9. The role will cover the areas of Liverpool, Sefton, Wirral and Kirkby with flexibility and ability to travel to police custody suites and courts throughout this area.
10. The post holder will support clients who are typically hard to engage, to access and utilise community services in order to improve their use of resources, which is likely to improve their mental health, social difficulties and reduce the risk of them reoffending.

### **Specific Duties and Responsibilities**

1. To contribute to the delivery of care for those with mental health and criminal justice histories under the direct supervision of the qualified practitioner.
2. To provide assistance with activities of daily living, participating in and developing health promotional activities to reduce contact with criminal justice systems.
3. Provide information verbally or writing under supervision to criminal justice professionals.
4. As directed by the qualified practitioners, play a specific role in maintaining a safe environment for service users, staff and visitor's i.e. court, custody or home environment.
5. To support the social needs of service users to support independence i.e. housing needs.
6. To support the needs of those with other forms of vulnerabilities or health needs i.e. women, veterans, primary care or substance misuse under supervision of a qualified practitioner.

## **CLINICAL**

1. To contribute to the delivery of a planned programme of care under the direct supervision of the qualified practitioner.
2. To assist the qualified practitioners by being proactive in maximizing health, well being and social inclusion of service users.
3. To provide assistance with activities of daily living, participating in and developing health promotional activities.
4. To report general observations and provide feedback to the qualified practitioner both verbally and in written formats, if required. This should include any concerns arising from the service-users physical or mental health.
5. To carry out supported observations and provide feedback to the qualified practitioner both verbally and in written formats, as required.
6. To contribute to the effective running of the service by providing and receiving information to/from other departments, e.g. probation service. Ensure this information is provided in the most effective way. i.e. telephone, fax or in writing.
7. To maintain effective communication between individuals, relatives, carers, partner agencies and the multidisciplinary team.
8. To use a variety of verbal and non verbal skills to overcome communication barriers presented by service-users due to their mental health needs.
9. As directed by the qualified practitioners, play a specific role in maintaining a safe environment for service users, staff and visitors.
10. To carry out specific duties that contribute to the assessment of service-users physical/psychological healthcare needs as requested by the qualified practitioner.
11. To carry out, under supervision or direction, activities, which optimize service-users level of functioning and develop meaningful activities for individuals and groups.
12. As directed by the qualified practitioner, maintain accurate charts that contribute to the assessment of a service users physical condition e.g. diet and fluid charts, weight or blood pressure, pulse and temperature.
13. To prepare agreed assessment reports and treatment plans to assist the qualified practitioner with care planning.
14. To use skills and techniques, gained during mandatory training, to de-escalate situations where service-users become physically and verbally aggressive.
15. Use an outreach approach to assist service users to attend first key appointments, as directed by the police or the court.

16. Enable Mersey Care Criminal Justice Liaison and Diversion service users to comply with orders made by the police or the court and prevent further arrests for non-compliance.
17. Enable individuals to develop confidence in engaging with relevant (mental health or other) services.
18. Enable individuals to develop life skills.
19. Enable individuals to find out about and access appropriate services and facilities.
20. Promote service users' equality, diversity and rights.
21. Promote the needs and rights of individuals in a range of settings including mentally disordered offenders, people with a diagnosis of personality disorder and people who misuse substances.
22. To attend police custody suites and magistrates' courts to contribute to mental health assessments, advice, and the delivery of care pathways, for individuals where a potential mental health, learning disability, or other identified vulnerability need has been identified.
23. To liaise with and assist the Criminal Justice Liaison and Diversion practitioners and an extensive number of external agencies in the provision of assessment, disposal and the care pathway of particular cases.
24. To plan and organise own workload.
25. To communicate complex, sensitive and at times contentious information where persuasion, motivational, negotiating and empathetic skills are required, often in situations where there are barriers to understanding and high stress levels, e.g. court rooms and police custody settings.
26. To provide emotional support and advocacy.
27. To be empathetic and understanding of the needs of service users with complex needs and to promote/maintain relationships to ensure success outcomes.
28. Network and inter-agency joint working and gaining co-operation with colleagues from multiple agencies, and to understand the impact on stigma that offenders with mental health problems often face.
29. To support service users to engage with their agreed care plan by working towards agreed support goals through regular and consistent support.
30. Positively promote independent living of service users. Develop a rapport with service users with appropriate and transparent boundaries.
31. To provide regular and practical support to services users and their carers in developing and managing dignity and independence.

32. Provide support with daily living by agreeing a support action plan with service users and their appropriate care team.
33. To maintain adequate records as required by existing procedures, entering appropriate details on the service users' case notes and electronic record as necessary.
34. To provide information to the court assessment practitioners to contribute to audits and monitoring of reports.
35. To participate in the review of the service provided to individuals seen by the Criminal Justice Liaison and Diversion Service.
36. To contribute to the development of risk management plans for the service-user or risk to others as a result of the behaviour or actions of service users.
37. To escort service users as directed by the qualified practitioner.

### **Organisational**

1. To adhere to the Trusts rights based approach taking into account service user choice.
2. To take responsibility for ensuring your own personal safety and that of the service user when using equipment.
3. To take reasonable care for the health and safety of yourself and any other that may be affected by your acts and omissions at work.
4. To ensure that you are familiar with the terms and conditions of your post.
5. To participate in service development activities, as required.
6. Maintain safety personal safety as part of compliance with the lone working policy.

### **PROFESSIONAL**

1. To participate in the performance management/supervision framework and work towards meeting identified goals and objectives as agreed in a personal development plan.
2. To act, at all times, in accordance with Trust policies and procedures.
3. To undertake mandatory training as stipulated by the Trust and ensure that all interactions with service users are in line with this e.g. Manual Handling.
4. Under the guidance and supervision of a qualified practitioner, to make accurate and appropriate entries into health records.
5. To assist the qualified practitioner to prepare reports and protocols.

6. To participate in handovers and staff meetings to assist effective two-way communication.
7. To seek advice and further training, if appropriate, before carrying out any duty you are unsure of.
8. To make the qualified practitioner aware of any incidents arising during the span of duty and carry out any actions arising from this as directed.
9. To participate, as directed in the induction of new staff.
10. To provide supervision and guidance to support staff.
11. To participate in the support, education and training of support staff.
12. To provide support to practitioners undertaking NVQ's and assess in practice.

### **Other**

1. To maintain the dignity of service users at all times whilst dealing with aspects of personal care.
2. To seek appropriate advice and support from the qualified practitioner during occasions when service users or their carers become agitated or distressed.
3. To maintain service user confidentiality at all times both on and off duty.
4. To maintain appropriate professional boundaries with service users at all times both on and off duty.
5. To ensure that work is conducted in accordance with the Trusts Equality and Diversity Strategy. Actively promote the rights and responsibilities of service users, their empowerment and wellbeing.
6. To co-operate with reasonable requests from managers to vary your area of work to meet unplanned clinical need.

### **Generic Responsibilities for all staff:**

All post holders will agree to:

- Commit to the vision of supporting Mersey Care in becoming a leading organisation in the provision of community services, mental health care, addiction services and learning disability care, and in doing so fully utilise their skills and experience to support the objectives of the Trust.
- Role model the values of the Trust – Continuous Improvement, Accountability, Respectfulness, Enthusiasm and Support– in all activities and interactions with employees, service users and other stakeholders
- Challenge the stigma associated with mental health and learning difficulties.

- Comply with the Duty of Candour, defined by Francis as: 'The volunteering of all relevant information to persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.'
- Work across professional and organisational boundaries to improve services for all.
- Maintain their specific knowledge base and develop new skills.
- Value the contribution of the patient / service user voice.
- Operate within any organisational codes of practice or those from a relevant professional body.
- Respect equality and diversity across all areas of working practice and communications with staff, service users and other stakeholders.
- Take responsibility for the accurate and timely collection and recording of data and ensuring all personally identifiable information is protected and used only for the purposes for which it was intended.
- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies.
- Have knowledge and understanding of technology in the workplace which is sufficient to maintain their efficiency and also how technology can empower service users in a digital environment
- Comply with the NHS Constitution in relation to the staff responsibilities that it sets out for NHS employees.
- Attend a one day Just and Learning & Civility and Respect training work shop
- Be an ambassador for Just & Learning and Civility & Respect following the training
- Positively advocate the just and learning culture within your team
- Be a confident supporter and implementer of the Trust CARES Values including Civility & Respect within your team.
- Support their team/services to create a positive environment for Just and Learning Culture
- Participate in Just and Learning Culture events.
- Bring Just and Learning Culture updates/information to the attention of team members and other MCT colleagues they work with.
- Support and encourage the sharing of concerns about the safety and quality of care with senior leaders with the aim of improving safety and quality.
- Actively participate in creating an open culture within your team so that concerns and difficulties can be discussed safely and respectfully.
- Speaking up in the event that they are exposed to incivility between colleagues in the workplace #iwillspeakup.
- Listening and understanding others who have concerns and taking a collaborative approach to work towards a solution to improve civility and respect.

This job description is intended as an outline indicator of general areas of activity and will be reviewed in light of the changing needs of the Trust in consultation with the postholder.

	ESSENTIAL	DESIRABLE	Assessment Method
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Diploma Level of Knowledge in relevant field</li> <li>Flexibility to cover services throughout the service as required.</li> </ul>		Evidence will be gathered from:  Application Form  Interview  References
<b>EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>Ability to supervise student nurses and junior staff.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working within a criminal justice setting.</li> <li>Experience of working with veterans, women, housing, substance misuse</li> <li>Experience of working with non statutory agencies.</li> <li>Knowledge, skills and an understanding of criminal justice environments.</li> <li>Knowledge of non statutory agencies.</li> </ul>	Evidence will be gathered from:  Application Form  Interview  References
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>Computer literate.</li> <li>Able to demonstrate flexibility in working hours and comply with necessary shift patterns.</li> <li>Ability to travel throughout the locality in a timely</li> </ul>	○	Evidence will be gathered from:  Application Form  Interview  References



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<b>VALUES:</b>	<ul style="list-style-type: none"> <li>• Continuous Improvement</li> <li>• Accountability</li> <li>• Respectfulness</li> <li>• Enthusiasm</li> <li>• Support</li> <li>• High professional standards</li> <li>• Responsive to service users</li> <li>• Engaging leadership style</li> <li>• Strong customer service belief</li> <li>• Transparency and honesty</li> <li>• Discreet</li> <li>• Change oriented</li> </ul>		<p>Evidence will be gathered from:</p> <p>Application Form</p> <p>Interview</p> <p>References</p>