

SECONDARY CARE MENTAL HEALTH

JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Forensic CMHT Keyworker / Clinical Support Assistant

BAND: 4

REPORTS TO: Registered Professional

BASE: Trust-wide

JOB SUMMARY

The post holder will be required to work within a multi-disciplinary age independent, secondary care community mental health service. This will provide a service to people who are in need of secondary care mental health services who require assessment and diagnosis to determine the required interventions to maximise recovery and independence

The post holder will have responsibility for a defined caseload of clients, under the working to agreed protocols. They will provide support to clients using a range of evidence based interventions,

The post holder will ensure that all organisational systems and processes are adhered to. The post holder will manage their own time and organise workload balancing competing and conflicting priorities

The post holder may be required to undertake clinical interventions under supervision of qualified practitioners, to maximise recovery and independence as required by service needs.

The post holder and team will be required to work to the organisation's agile working policy.

The post holder will be required to undertake delegated responsibilities as required.



Respect



Excellence



Integrity

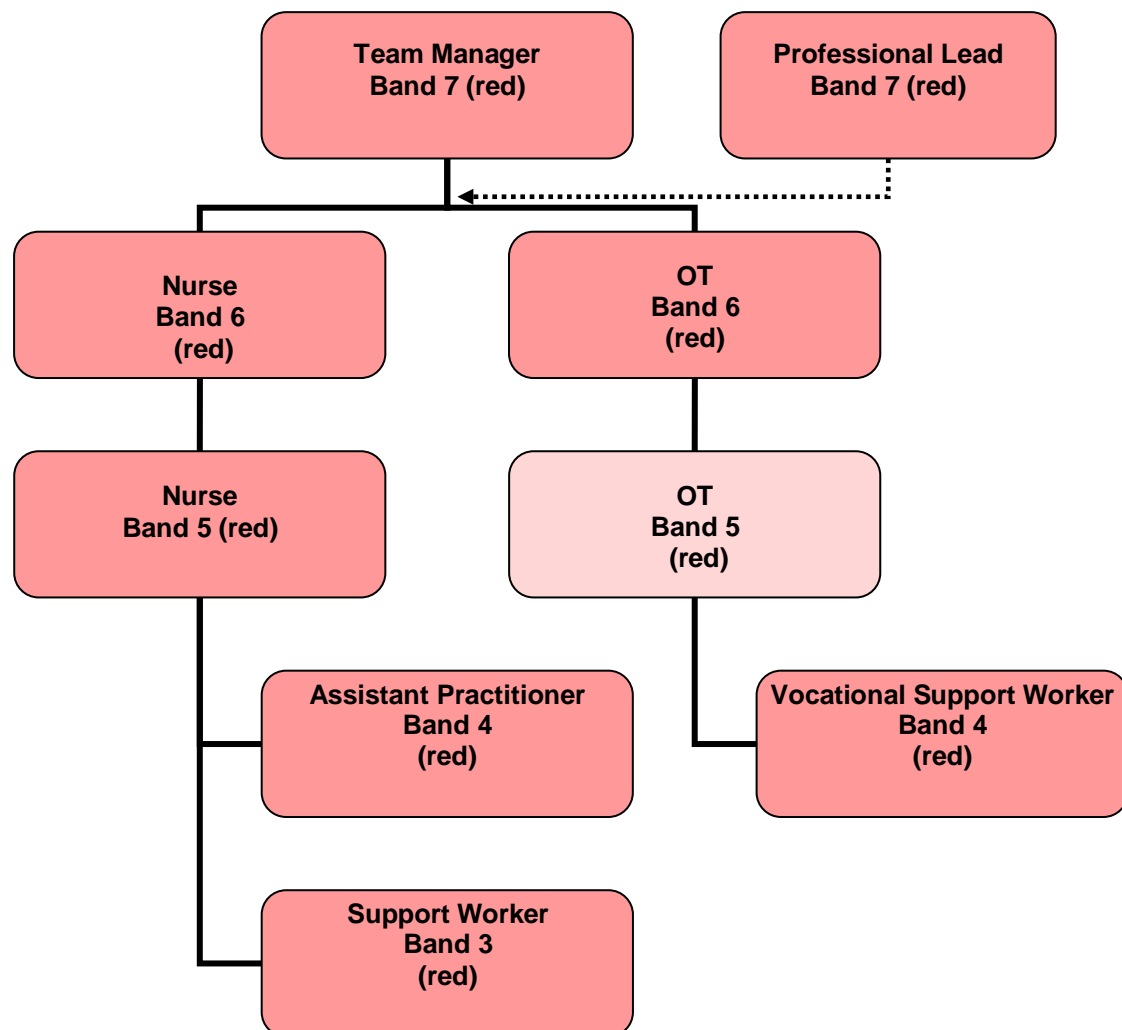


Collaboration



Compassion

ORGANISATIONAL CHART



Respect



Excellence



Integrity



Collaboration



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MAIN RESPONSIBILITIES OF THE POST

Organisational Values:



Compassion - We are compassionate, kind and caring to everyone, including people who use our services and people we work with.



Respect - We are civil and respectful. We celebrate diversity and always appreciate the views of other people.



Excellence - We always do our best and seek to achieve excellence in all we do. We innovate and try out new things, and when things don't go to plan we embrace this as an opportunity to learn and improve.



Collaboration - We take pride in involving people and working together as an inclusive team, both within our organisation, and in co-production with people who use our services, carers, partners, local community groups and others.



Integrity - We do the right thing and people can trust us. We are open, honest and transparent, even when things go wrong.

Communication

The post holder will:

- Communicate with both internal and external stakeholders, such as service users, carers, other teams, third sector and voluntary organisations.
- Communicate effectively across a wide variety of settings, using tact and diplomacy in response to situations, some of which may have resulted from conflict.
- Use their initiative and follow organisational procedures in crisis situations.
- Apply communication skills which take account of other communication needs and differences, in order to plan, deliver and evaluate care
- Use both oral and written communication skills to communicate information within records and reports within their service area. This may also include the need to respond to questions and concerns from a variety of groups, such as service users, carers and other teams.
- Comply with local and Trust policies and procedures regarding appropriate communication.
- Be required to attend and contribute to clients' reviews within the multi-disciplinary team.

Analytical and Judgemental Skills / Freedom to Act

The post holder will:

- Act within the limits of their competency and authority.
- Make use of a supervisor and supervisory sessions to enable development of their competency and in order to ensure that they work reliably, consistently, effectively, ethically and safely.



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- Ensure that practice reflects up to date information and policies.

Planning and Organisational Skills

- The post holder will undertake routine management and organisation of their own time and activities to support the completion of their designated role within the team.

Physical Skills

The post holder will:

- Have the ability to use I.T. systems sensibly and purposefully to meet the needs of the role and will be required to utilise systems safely and securely in line with organisational guidelines.
- Attend annual training and undertake basic life support training, where necessary.
- Undertake MAPA training to a level appropriate to the environment, as designated by the line manager.

Responsibility for Patients / Clients

The post holder will:

- Encourage service users to choose and take part in activities that are meaningful to them. These may include self care, education, recreational and work activities.
- Assist qualified practitioners to assess and formulate intervention programmes to support vocational aims
- Manage a delegated caseload of clients in respect of a prescribed range of interventions
- Facilitate and support service users with the management of their condition and treatment plan.
- Work within their own level of competence to obtain valid consent from an individual, or relevant other for a range of healthcare activities.
- Work as a member of a multi-disciplinary team to implement specific aspects of a service user's programme and contribute to evaluation and review.
- Promote and support the physical health and wellbeing of individuals in a holistic way.
- Help individuals (services users, their family, their significant other) with their requirements for information by providing advice and information to enable the individual to manage their condition by adopting a suitable lifestyle to optimise their health and wellbeing.



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- Work with service providers to enable them to support service users to access and use services in a way which respects their values and supports their rights.
- Once a decision has been made by an appropriate practitioner, support the transfer/discharge of individuals from or between health care services, in line with the relevant local and organisational policies relating to transfer/discharge of service users.
- Support the effectiveness of therapeutic interventions in relation to supporting the recovery and wellbeing of service users.
- Be required to support the safeguarding of individuals.

Policy and Service Responsibilities

The post holder will:

- Be required to comply, within their own level of competence, with legal requirements for maintaining confidentiality in healthcare. This covers all aspects of an individual's information, data and other resources relevant to their healthcare activities.
- Ensure that their actions reduce risks to health and safety.
- Acknowledge people's equality, diversity and rights
- Be required to work to all local and organisational policies and procedures.

Responsibility for Financial and Physical Resources

- The post holder will be required to work within their own personal duty of care, in line with organisational policy when handling money, medical devices and using mobile telephones.

Responsibility for Staff

The post holder will:

- Be required to reflect on and evaluate their own values, priorities, interests and effectiveness in order to continually improve their practice.
- Actively participate in supervisory sessions in line with organisational policy.
- Reflect on their development and maintain own skills and practice by continued learning and development.
- Demonstrate understanding and learning of application in practice supported with evidence.
- Be required to attend training and apply learning in practice.
- Facilitate others to reflect and develop.
- Supervise unqualified practitioners as directed
- Support other learners in the working environment and within their level of competence.



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Responsibility for Information

The post holder will:

- Gather, store and communicate information relevant to their particular job role.
- Adhere to record keeping policies and processes of the Trust.

At all times the post holder must only access information relevant and appropriate to role

Research and Development

- The post holder will be required to contribute to and support research and audit within their service area, as required.

Physical Effort

- The post holder will be required to undertake light physical duties for example taking physical health monitoring equipment on visits.

Mental Effort

- The post holder will be required to work in a variety of settings which may be busy and demanding. This will require the post holder to conduct themselves in a professional manner at all times.

Emotional Effort

The post holder will:

- Promote effective communication and relationships with people who are troubled or distressed.
- As part of an overall programme of work, be required to establish, sustain and disengage from relationships

Working Conditions

The post holder will:

- Be required to comply with Trust policy in relation to infection control, which includes hazardous waste, hand washing and disposal of sharps.
- Be required to work in an agile manner in response to the needs of the service.



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- May be occasionally exposed to unpleasant working conditions ie. verbal aggression,
- Be required to have a current full driving licence and access to a vehicle for use during the working day.

OTHER DUTIES

1. The post holder will be required to use a computer, either a stand alone or as part of a networked system and will be responsible for the quality of information. The amount of time spent on this type of work will depend on the job.
2. The Trust embraces the principles of Improving Working Lives and all staff will be required to adhere to the standards laid down in this initiative.
3. The post holder will be required to take part in an annual performance appraisal, where this job description will be reviewed, and objectives set.
4. The Trust has a No Smoking Policy that prohibits any smoking whilst at work.
5. To follow and adhere to the Trust's Health and Safety Policies and instructions and be responsible for your own and others health and safety in the workplace.
6. The post holder is expected to contribute to the creation of a working environment where everyone feels respected, valued and treated with dignity.

This job description is not exhaustive and may be amended in consultation with the post holder. It should be reviewed whenever major changes have been agreed to the post and should be reviewed as part of the annual appraisal process to ensure it remains an accurate reflection of the duties and responsibilities undertaken by the post holder.

Safeguarding Children and Adults

All Trust staff has a responsibility to ensure the safeguarding of children, young people and vulnerable adults. This includes attending statutory and mandatory training, adhering to local Safeguarding Children and Adults boards' policies and procedures and inter-agency guidance as identified in the Trust's Safeguarding policies and procedures.

Confidentiality

Personal information and many of the duties of this post are of a confidential nature and disciplinary action will be taken if confidential information is divulged to inappropriate persons.



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Data Protection Act

All staff are reminded of their duties and responsibilities as employees under the General Data Protection Regulations (2018) and in particular to ensure that Personal Data is not negligently or unlawfully handled or disclosed to unauthorised persons.

Infection Control

As an employee of Coventry and Warwickshire Partnership Trust you are responsible for protecting yourself and others against the risk of acquiring a Healthcare Associated Infection. All staff, clinical or non-clinical are expected to comply with infection control policies and procedures. You will attend the mandatory infection control training and updates as required by the Trust.

Environmental Issues

The Trust is committed to reducing its impact on the environment by preventing pollution, continually improving its environmental performance which increases the wellbeing of staff and patients. As a member of staff you are expected to adhere to policies to assist the Trust in meeting its environmental and sustainability targets.

Post holder's Signature

Date:

Post holder's Name:

Manager's Signature

Date:

Manager's Name:



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Person Specification

JOB TITLE: Forensic CMHT Keyworker / Clinical Support Assistant
– Band 4

| | | HOW MEASURED? A (Application form) I (Interview) | WEIGHTING 1 - Low 2 - Medium 3 - High |
|--|--|--|--|
| Coventry and Warwickshire Partnership Trust | Demonstrable ability to meet the Trust's Values  Respect  Excellence  Integrity  Collaboration  Compassion | A/I | 3 |
| QUALIFICATIONS | Foundation degree in Health or Health and Social Care or psychology including Assistant practitioner or currently undertaking the course, Or equivalent skills and knowledge developed in practice | A/I | 3 |



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|-------------------------------|--|------------|----------|
| KNOWLEDGE & SKILLS | <p>Good written communications</p> <p>Good verbal communications</p> <p>Effective organisational skills</p> <p>Ability to follow policies and procedures</p> <p>Understanding of Equal Opportunities</p> <p>Understanding of confidentiality</p> <p>Understanding of health and safety issues</p> <p>Knowledge and experience of person centred approaches to care</p> <p>Awareness of current good practice in the care of people with mental health/ dementia/challenging behaviour.</p> | <p>A/I</p> | <p>3</p> |
|-------------------------------|--|------------|----------|



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|---|--|-----|---|
| EXPERIENCE | <p>Experience in Community mental health care</p> <p>Experience of working effectively to support people in distressed states including either significant mental health needs, challenging behaviour or offending behaviour</p> | A/I | 3 |
| PERSONAL ATTRIBUTES (Demonstrable) | <p>Reliable</p> <p>Enthusiastic</p> <p>Punctual</p> <p>Self motivated</p> <p>Ability to work on own initiative</p> <p>Engaging, open and honest</p> <p>Personal resilience</p> <p>Able to demonstrate a non judgemental and empathetic approach to service users</p> <p>Ability to work as part of a team and able to accept direction and leadership in carrying out duties</p> | I | 3 |



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|-----------------------------------|--|-------|---|
| OTHER (Please specify) | Disclosure and Barring Service (DBS) to an enhanced level | I | 3 |
| | Special requirements attached to the post – eg travelling, working in an agile manner, working unsocial hours, mobility etc. | I | 3 |
| | Must have full driving licence and access to a motor vehicle for business use | A / I | 3 |



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