

## Job Description

<b>Post:</b>	Community Mental Health Worker
<b>Band:</b>	6
<b>Location/Base:</b>	Adult Community Mental Health Services
<b>Responsible to:</b>	Team Manager
<b>Main Contacts:</b>	Multi-disciplinary team, services across adult mental health pathway, local authority partners, service users and carers

## Job Summary

To undertake the role of care co-ordinator / care manager in the assessment, treatment and delivery of care to individuals with severe and complex mental health problems, who meet the criteria for access to the service.

You will ensure that the highest quality care is carried out in accordance with the policies and procedures of Pennine Care NHS Foundation Trust.

## Main Duties and Responsibilities

- To assess the health and social care needs of individuals referred to the service, holistically, under the agreed procedures.
- To conduct specialist mental health assessments and Risk Assessments and devise appropriate care plans and risk management plans.
- To provide evidence based therapeutic interventions appropriate to the service users assessed needs.
- With regards to Care Act eligibility identify packages of care to meet the needs of those people referred to the team and to implement these packages of care or refer onto other services as appropriate.
- To perform the duties of a Care Manager in arranging the commissioning of services to ensure the needs of the client referred to the team are met effectively, reviewed regularly and provided according to local authority guidance.
- To assist service users in applying for individualised budgets under self-directed support.

- To provide direct assistance, including education and advice, emotional and psychological support to those referred to the team with the aim of promoting re-enablement and recovery.
- To promote choice and service user involvement in care planning and risk management.
- To ensure practice is in line with social inclusion and recovery models.
- To support and work with colleagues, other MDT members and outside agencies collaboratively and in best interests of the service user.
- To liaise with and provide written and verbal feedback to clients, carers and relevant professionals (e.g. GP's), giving due regard to consent, confidentiality and Information Governance guidelines.
- To ensure all carers are offered Carer Assessments.
- To act as an Appropriate Adult under the Police of Criminal Evidence Act 1984.
- To report and investigate concerns identified under Safeguarding Adults procedures.
- To complete social circumstances reports for Mental Health Act Review Tribunals and Hospital Managers Hearings.
- To observe the legal requirements of the current Mental Health Act, Mental Capacity Act, Care Act and other relevant legislative frameworks.
- To maintain accurate, contemporaneous clinical records on all service user contact, in accordance with current Trust documentation standards, and with due regard to confidentiality and Information Governance guidelines.
- To complete all necessary inputting, training and documentation related to electronic record systems and the clustering of service users.

### **Financial Management**

- To use / manage resources within the service efficiently and effectively and to achieve the highest quality service possible within resources available.
- To maintain a diary of appointments, expense claims and all activities undertaken and make records/statistical returns available for audit.

### **Professional**

- To ensure practice is delivered in accordance with your relevant professional Code of Conduct and Fitness to Practice Guidance.
- To maintain Professional Registration with the appropriate regulatory body
- To maintain a professional portfolio in accordance regulatory body registration requirements.
- To provide advice and professional expertise to other members of the team, service and partner agencies.

### **Quality Assurance**

- In collaboration with the Service Manager/Team manager develop, implement and monitor Clinical Governance and Risk Management Initiatives within the team.
- Report accidents, untoward incidents and complaints, according to the Trust Policy and participate in resulting investigations and action plans.
- To ensure the working environment is safe and that equipment and furnishings are maintained in accordance with Health and Safety Regulations.
- To ensure practice is none discriminatory

### **Developmental**

- To actively participate in team meetings and contribute to team and service function and development.
- In consultation with your manager to participate in professional and other training to meet the Specific objectives as identified in your Individual Performance and Development Review and as the service requires.
- To maintain own professional standards of practice by maintaining skills, knowledge and competence.
- To participate in clinical supervision as required and directed by Trust policy.
- To actively participate in annual KSF review and IPDR process.
- To facilitate service user/carers contributions to service developments.
- To contribute to the education and development of other team members in own field of expertise.
- To participate in Clinical Audit and the application of evidence-based practise with particular relevance to this client group.
- To be a mentor and assessor of allocated students placed in the team.
- To undertake mentorship training as directed by team manager.

This job description is not exhaustive, but is intended to give an overall picture of the role. Other duties within the general scope of the post may be required from time to time. The duties of the post and job description can be reviewed through the agreed process.

### **General Duties of all post holders**

- To undertake any other reasonable duty, which is appropriate to the band, when requested by Senior Staff.
- To be familiar with and comply with all Trust and departmental policies, procedures, protocols and guidelines.
- To be aware of and work towards the Trusts strategic goals.

### **Standards of Business Conduct**

- The post holder will be required to comply with the organisations standing order and standing financial instructions and at all times, deal honestly with the organisation with colleagues and all those who have dealing with the organisation including patients, relative and suppliers.
- The post holder must ensure that their behaviour and interests inside and outside work do not conflict with their Trust position, duties and/or responsibilities.
- The post holder must comply with and support the development of the performance standards within the service/department to ensure the service is responsive to and meets the needs of its customers.
- The post holder will be required to develop and maintain good working relationships with all patients, service users, staff, contractors and where appropriate, members of the public.
- The Trust aims to maintain the good will and confidence of its own staff, patients, service users, NHS contractors and the general public. To assist in achieving this objective it is essential that at all times, the post holder carries out their duties in a courteous, sympathetic and professional manner.
- All post holders who are members of a professional body must comply with standards of professional practice / conduct. It is the post holders' responsibilities to ensure they are both familiar with and adhere to these requirements and maintain their professional membership to the relevant body.

### **Equality and Diversity and Equal Opportunities**

- The post holder must carry out all duties and responsibilities of the post in accordance with the Trust's Equal Opportunities and Equality and Diversity policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders.
- The post holder must promote awareness of and respect for equality and diversity in accordance with Trust policies and procedures.
- The post holder is responsible for treating all staff, patients, service users, NHS contractors and the general public with dignity and respect at all times.

### **Safeguarding**

- Appointments to regulated and controlled activities require an enhanced DBS disclosure.
- All staff have a responsibility to promote the welfare of any child, young person or vulnerable adult they come into contact with and in cases where there are safeguarding concerns, to act upon them and protect the individual from harm.
- All staff should refer any safeguarding issues to their manager and escalate accordingly in line with the Trust Child and Adult Safeguarding Policies.
- All staff should familiarise themselves with training, NICE Guidelines and other relevant material in identifying signs of child and adult abuse.

### **Professional and Personal Development**

- The post holder must ensure that they are aware of their responsibilities by attending the Trust Mandatory Training and Induction Programme.
- The post holder will be involved in a formal IPDR/KSF review with his or her manager at least every 12 months. Once performance / training objectives have been set, the staff member's progress will be reviewed on a regular basis, so that new objectives can be agreed and set, in order to maintain progress in the service delivery.
- The post holder will be expected to take responsibility for their own professional development and will be supported by the Trust to achieve development opportunities as appropriate.

### **Confidentiality and Information Governance**

- Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to confidential documents and information relating to patients, service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the NHS unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence has been established.
- All information obtained or held during the post-holders period of employment that relates to the business of the Trust and its service users and employees will remain the property of the Trust. Information may be subject to disclosure under legislation at the Trust's discretion and in line with national rules on exemption.
- The post holder must maintain high standards of quality in corporate and clinical record keeping ensuring information is always recorded accurately, appropriately and kept up to date. The post holder must only access information, whether paper, electronic or in other media, which is authorised to them as part of their duties.
- The post holder must work to the requirements of data protection laws as applicable to the UK, which includes the General Data Protection Regulations (GDPR).

### **Health and Safety at Work**

- The post holder is required to take reasonable care of the health and safety of themselves and other persons who may be affected by their acts or omissions at work and to co-operate with the Trust in adhering to statutory and departmental safety regulations.
- The post holder is responsible for ensuring that they do not intentionally or recklessly misuse or interfere with anything provided in the interests of health safety or welfare e.g. misuse of equipment.
- The post holder is required to contribute to the control of risk and must report immediately, using the Trust Incident reporting system, any incident, accident or near miss involving patients, service users, carers, staff, contractors or members of the public.

- All Trust sites have been designated a no smoking area. The post holder is therefore advised smoking is not permitted within the hospital premises or grounds or whilst representing the Trust in the course of their duty. While the Trust will not discriminate against employing smokers, all prospective employees should be aware of this policy.

## **Infection Control**

- Infection Prevention and Control is the responsibility of all Trust staff.
- All staff members have a responsibility to protect service users, visitors and employees against the risk of acquiring health care associated infections by consistently observing Trust Infection Prevention and Control Policies and procedures and best practice guidance in order to maintain high standards of Infection Prevention and Control.

## **Sustainability / Net Zero Carbon**

Pennine Care are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport