



Candidate information pack

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Welcome

This is an exciting opportunity to Care coordinator within the Early Intervention for Psychosis (EIP) teams in the **London Boroughs of Hounslow**.

We are looking for a highly motivated individual with a proven experience of managing a caseload and a strong focus on quality improvement activities. You will need to have well established clinical skills and experience in working within a multi-disciplinary clinical team, excellent communication and liaison skills and an ability to engage and collaborate with a number of colleagues and stakeholders across the services. Also, the role requires a comprehensive understanding of the NICE guidelines for Early Intervention for Psychosis.

Working closely with the Lead Practitioner for Specialist Services in Community and Recovery Mental Health Services (CARMHS), you will coordinate, assess, plan and implement care, and provide specialist advice and carry out specialist nursing or occupational therapy health procedures.

The successful candidate will be based 1 WTE at Hounslow.

The teams are based at the following addresses:

Hounslow Early intervention team

O Block, Lakeside mental health unit

London, TW7 6AF

About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country and one of the highest profile mental healthcare settings in the world.

Our medium-secure and forensic services care for patients from across the South of England. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs 3,770 staff, of which 47% are from Black and Asian Minority Ethnic (BAME) background. Our turnover in 2019/20 was £314m.

In recent years there has been a trust-wide step change in culture, performance and ambition. The Trust is now rated as 'Good' overall by the CQC, and the rating for our Forensic services has improved from 'Requires improvement' to 'Outstanding'. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service. [The Keeping Well service](#), received over 800 referrals in its first 9 months, 54% of which are from Black and Asian Minority Ethnic (BAME) staff.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Providers (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership even extends to a GP practice supporting care homes in Ealing. This is the Trust's first foray into providing physical healthcare services on a large scale, alongside our traditional roots in mental healthcare.

Our staff rate us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust has won national awards for its workforce programmes and link Black and Asian Minority Ethnic (BAME) staff development programmes and a new system for a fairer allocation of shifts. More recently, the Trust received an award for workforce innovation to improve staff recognition and was shortlisted for 'Mental Health Trust of the Year' 2020 by the Health Service Journal.

Our Trust Values

Togetherness: Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

Responsibility: Ensure when we say we're going to do something, we do it. We don't leave it to someone else to do. Our service users are responsible for engaging in their treatment.

Excellence: Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

Caring: Ensure caring means more than showing compassion to our service users and each other. It's also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due

JOB DESCRIPTION

Post Title: Early intervention practitioner (CPN, Social Worker or OT)
Band 6

Department: Community Services

Responsible to: Team Lead

Accountable to: Tri-borough Manager

Key Relationships: EIS Team members
Other EIS Teams
Child and Adolescent Mental Health Service
Crisis and Assessment Treatment Team (CATT)
Recovery Teams
Service Manager & Clinical Director
Other relevant local mental health services
Mental Health Act Administrator within the acute Trust

Grade: Band 6

Trust Values

The post holder will

1. **Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team
2. **Responsibility:** Ensure when we say we're going to do something, we do it. We don't leave it to someone else to do. Our service users are responsible for engaging in their treatment.
3. **Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.
4. **Caring:** Ensure caring means more than showing compassion to our service users and each other. It's also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

Job Summary:

The role of the Early Intervention Practitioner is to work in partnership with At Risk mental state (ARMS) and First Episode of Psychosis (FEP) service users wrapping care and treatment around hope and aspirations informing their care and recovery plans. They will demonstrate an understanding of clinical interventions evidenced based for this particular care group – including education and support, carer and family psycho-education and risk minimisation planning. The post holder will work at all times flexibly and to promote the safety and the wellbeing of service users and their families/carers. The post holder will assess, plan and implement care, and provide specialist advice and carry out specialist nursing or

occupational therapy health procedures. They will provide clinical supervision to staff and students.

Key Result Areas & Performance:

Clinical practice, including own professional development

To be a core member of the team, using specialist health and recovery focused assessments.

To provide a highly specialized range of clinical interventions relevant to the care group and have knowledge of evidence based models of practice.

Care will be delivered under the Care Programmed Approach and with support from colleagues. Taking on the role of care coordinator and working within the CPA policy delivering standards set out in the CPA policy.

To manage a caseload of clients with complex health needs.

To work in partnership with the individual service user and their families and carers as appropriate to ensure the delivery of the care plan, and to enable the development of a plan to facilitate their safety, promote their wellbeing and support their independence and inclusion in the community, by using recognized age appropriate self-management tools where applicable. This may include working closely with partner agencies such as voluntary sector agencies, schools and colleges which may be able to more appropriately help the service user complete these tools.

To develop care plans that meet the needs of the individual and their family/carers as appropriate and that are focused on strengths and are outcome based. To plan and implement client centered individual, family and group interventions, using graded activity to achieve therapeutic goals.

To monitor, evaluate and modify treatment in order to measure progress and ensure effectiveness of intervention.

To administer or monitor medication prescribed to individual service users, providing information and advice.

Maintain the safe custody and control of medication (Nurses Only).

To administer medication within NMC guidelines and the Trusts Medicines Code (Nurses Only).

Ensure safe disposal of clinical waste. (Nurses Only).

Implement of all policies and procedures as appropriate.

To discuss with the service user and when appropriate, with their carers, their health problems and how they see and understand them, facilitating a process of developing their understanding and maintaining their hope for the future.

To promote the empowerment of individual service users to manage their health as much as possible and use Self Directed Support / direct payments as indicated.

To work with carers and family members offering carers assessments and providing support and information to them as indicated. Signposting to third sector agencies to ensure they

receive appropriate advice and support. Advising carers about the triggers around risk factors relating to the service user, within the boundaries of confidentiality.

To assertively engage with service users, striving at all times to develop good therapeutic relationships.

To monitor, risk, progress and where necessary compliance including the service users views to their care and treatment and when appropriate to work in partnership with the service users, family and carers. To explain and discuss medication with the service user, including side effects they may experience and the role that the medication may have in their recovery or ongoing care.

To carry out assessments of clients' work, educational, vocational and housing needs/aspirations and ensure that these are met where appropriate.

To carry out carers assessments and have working knowledge of safeguarding Adults and Children procedures and have relevant training in chairing Safeguarding strategy meetings.

To work closely and in partnership with colleagues' other services within the Trust in a collaborative way, ensuring that decisions are made that ensure the best care for service users and that there is a seamless pathway.

To develop professional networks and keep abreast of local resources; third sector partners, primary care, housing, education, social care and other statutory organizations in order to ensure that the service user is able to navigate the full health and social care system.

To establish robust communication networks with clients' carers and other health workers and agencies.

To promote awareness of the professional role within the team and across the service.

To demonstrate effective communication skills with people in an age appropriate way and those understanding may be impaired.

Communicate effectively with junior staff on a timely basis insuring systems exist so that staff, are informed.

To demonstrate a proactive approach to caseload management ensuring that service users are seen regularly, within defined timescales and to a 50:50 ration between fact-to-face clinical contact and administrative time.

To apply highly specialist skills and knowledge in order to establish professional competence and demonstrate fitness to practice.

To demonstrate ongoing personal development through participation in internal and external opportunities, recording learning outcomes in a portfolio.

To deliver care within a wide range of settings, not just from team bases. Promoting service user choice as to where they are seen, offering to see them in their home environment as the first choice, and promoting social inclusion and integration into alternative community settings.

To report any incidents, concerns or matters of risk to line manager/senior staff within the team. To comply with Trust reporting procedures at all times.

Workforce

The post holder will be an autonomous practitioner who will carry continuing responsibility for a defined caseload of service users by undertaking the following duties:

- To undertake assessments of individuals and their families in the designated care group with complex health presentations, including those service users presenting with higher levels of risk
- They will work alongside the service user to develop their care plan along the recovery principles.
- To offer specialist nursing assessment and advice where required.
- To assess and manage on going risks as identified during the assessment, ensuring that this is done in collaboration with the service user and carers. To regularly review risk factors and make changes to the management of them as necessary.
- To contribute to the maintenance and development of the Trust nursing strategy.
- To ensure that clinical practice is evidence based and consistent with relevant NICE guidelines and Trust policies and procedures.
- To provide supervision of junior staff and trainees where appropriate (mentorship and preceptorship qualifications)
- To act within the relevant Code of Conduct dependent on your Registration Body.

Partnerships

Communications and Relationships

The post-holder will:

1. Be able to employ higher level written and oral communication skills.
2. Demonstrate the ability to receive and give complex clinical details clearly, with patients, carers and colleagues.
3. Demonstrate the ability to communicate clearly and sensitively in situations that are contentious and/or hostile.
4. Demonstrate a high level of interpersonal skills, self-awareness and empathy in all communications.
5. Demonstrate an ability to negotiate and problem solve in contentious and/or antagonistic situations where agreement is required or communicate clear decisions and rationale when agreement cannot be reached e.g. in situations where the Mental Health Act may be needed to be used.
6. Demonstrate the ability to develop and maintain good working relationships with colleagues in within the team and across the multi-disciplinary teams within the Trust and other Trusts as well.

Research:

The post-holder will:

- Demonstrate a commitment to developing research skills in themselves and any junior staff.
- Regularly undertake audit/research into client/service related areas and contribute to the application and evaluation of current research findings.
- Identify areas of study/research in the service, develop proposals and seek advice on funding to support such activities in collaboration with team Manager.
- Develop methods at service level to monitor standards of care in liaison with the clinical audit department (quality assurance/research).

- Use current evidence based practice in the expansion of current knowledge base.

Education:

The post-holder will:

- Under the guidance of the Team Manager, identify own professional development needs and demonstrate achievements against personal development plans..
- Act as a mentor/preceptor where appropriate.
- Facilitate a learning environment conducive to the acquisition of further knowledge and skills.
- Liaise with the professional body in all matters concerning training.
- Undertake training when required.

Clinical Governance:

The post-holder will:

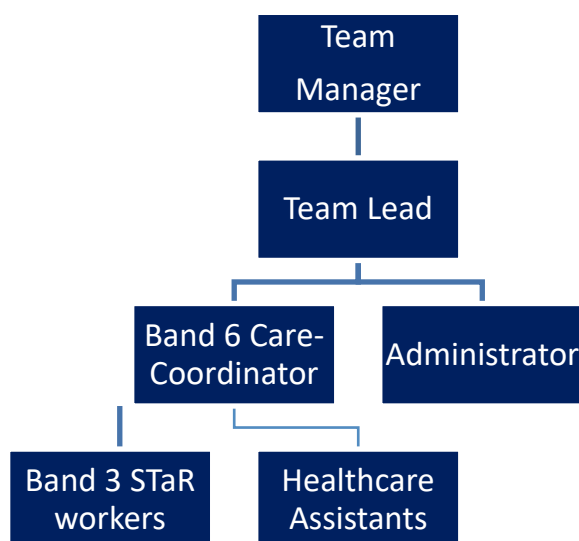
- Participate in the design and implementation of the audit of clinical work.
- Take an active role in seeking carer and user feedback.
- Demonstrate respect, empathy and understanding of all users and colleagues within the service.

Training and Development:

The post-holder will:

- To undertake mandatory and statutory training as required by Trust policy.
- To contribute and commit to undertaking an annual Development Review/appraisal.
- To undertake personal development as identified in the Personal Development Plan (PDP).
- Develop and participate in teaching/ assessment programmes and learning resources for staff, students, patients and relatives. To include allied agencies and stake holders where practicable.

Structure Chart



General Information

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 the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and

are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines.

All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

Standards of Business Conduct

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

PERSON SPECIFICATION

| | Essential | Desirable |
|-----------------------------|---|--|
| Qualifications and Training | Qualified RMN/OT/SW with current professional registration | CBT training Family Therapy Qualification Evidence of recent or ongoing continuous professional development. |
| Experience | Demonstrable substantive post qualifying experience in psychiatry, with evidence of relevant experience at Band | Clinical experience of working in a community mental health setting. |

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| | <p>6 in a community mental health setting.</p> <p>Experience of supervising junior staff within own and/or other disciplines.</p> <p>Working in partnership with other agencies.</p> | <p>Working with people with psychosis.</p> <p>Carry out Care co-ordination and planning within CPA in the community.</p> <p>Working with Children and Adolescents – CAMHS</p> <p>Working with At Risk Mental State (ARMS) service</p> |
| Knowledge | <p>Specialist knowledge of mental health disorders as well as their relationship to physical disorders</p> <p>Assessment skills.</p> <p>Risk assessment and management.</p> <p>Mental health issues within community services</p> <p>Clinical and professional aspects of complex cases</p> <p>Psychological treatments</p> <p>Symptom control management</p> <p>Care Programme Approach principles</p> <p>The <i>Early Intervention in Psychosis</i> model, ethos and practice</p> <p>Understand the principles of recovery and their application to risk management, positive risk taking and strengths orientated approaches to care delivery.</p> <p>Use of psychosocial assessment and interventions.</p> | |

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| | Sufficient clinical knowledge to be able to make autonomous decisions, based on an analysis of complex presenting problems and judgement about available options. | |
| Autonomy | <p>Ability to manage own caseload and time effectively through robust prioritising of own and others workloads</p> <p>Ability to frequently work under pressure and maintain intense concentration, particularly in unpredictable situations where there will be exposure to highly distressed and/or disturbed patients, often exhibiting challenging behaviours and the risk of physical violence</p> <p>Self-motivated, able to work autonomously and independently with confidence when required</p> <p>Exercise initiative, flexibility, tact and self- awareness</p> <p>Ability to meet deadlines.</p> <p>Team/self-management and organisation skills that enable a number of complex activities and clinical work to be undertaken, revising and adjusting these according to the needs of individual patients and the service.</p> <p>Be aware of the limitations in own competencies and seek appropriate senior advice and leadership.</p> | |
| Other | <p>Higher level communication skills, both written and oral</p> <p>Commitment to Equal Opportunities</p> <p>Willing to use peer and group supervision creatively</p> | <p>Car owner / driver</p> <p>Lived experience of mental health issues</p> |

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| | Ability to be reflective and accept constructive criticism to further develop oneself Be able to work flexibly if required Sickness (or attendance) record that is acceptable to the Trust | |
|--|--|--|

Post Holder's name/s:

Post Holders' Signature/s: **Date:**

Manager's Name:

Manager's Signature: **Date:**

How to Apply

For more information and an informal chat please contact:

Hodo Eid 02084831445, for any questions



West London
NHS Trust