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# JOB DESCRIPTION

## Care Co-ordinator Assertive Outreach

**Post Title: Care Co-ordinator Assertive Outreach**

**Department: Community Mental Health Team**

**Location: Sandwell**

**Directorate: Operations**

**Band: 6 (Subject to job matching/ banding)**

**Hours: 37.5hrs**

**Contract Type: Permanent**

**Responsible to: Team Manager**

**Responsible for:**

## Job Purpose

To work in conjunction with the Multi Disciplinary Team to provide an evidenced based Assertive Outreach Service which delivers diverse community care packages to Service Users experiencing long term mental health problems.

These service users may be experiencing serious problems in daily living, employment, interpersonal relationships, housing, social and leisure activities.

They may have chaotic lifestyles, have precarious housing tenure and may be at greater risk of psychiatric hospitalisation.



The main challenge of this post is to provide therapeutic care and treatment to service users with complex health and social care issues who find it difficult to engage with traditional psychiatric services

The post holder will be clinically responsible for supporting the delivery of a flexible, responsive local service within the Community Mental Health Team (CMHT) and have close links into the Complex Rehabilitation Team to support the step up and step down of service users.

Will work collaboratively with colleagues, key partners and those within the local community to develop services to meet the mental health needs of the community.

The post holder will employ a wide range of skills, building on and developing their expertise and actively seeking advice and collaboration with issues which may not be readily within their sphere of competence.

As a senior registered practitioner they are professionally and legally accountable under their identified code of professional practice.

### **Main Duties/Responsibilities**

- Will manage a defined caseload under supervision from the clinical lead within the Community Mental health Team, undertaking risk assessment, intervention and appropriate escalation regards to presenting risk to senior team members and/or external agencies.
- Working as active member of the team undertaking the further assessment needs of patients flagged as requiring assertive engagement with patients in community as well as within their home environment.
- Contribute to the team management of the Duty system
- To share responsibility within the relevant multidisciplinary team for the management of referrals and waiting list according to CMHT Policies.
- To assume the role as a lead professional/Care Co-ordinator for patients under their care
- Take the lead role in the development of a collaborative and patient centred care plan
- To ensure that each patient in care receives an individual assessment and a regularly updated care plan which is formulated in collaboration with the patient.
- To ensure that information regarding the patients needs and progress are communicated promptly and accurately to other people involved in their care, having due regard for confidentiality.





Ensure that the requirements of the Mental Health Act 1983 and Mental Capacity Act 2006 are met and that patient's rights under the Acts are upheld.

- Regularly review own caseload in caseload management with supervisor to promote efficacy and contribute to the overall management of service.
- To share responsibility with your supervisor in receiving clinical and line management supervision in accordance with the Trust Policies.
- Deliver supervision and facilitate Personal Development Conversations (PDC) with more junior members of staff.
- Participate in own PDC process, identifying training and development needs, and pursuing relevant actions to maintain and improve level of competence and effective contribution.
- Provide clinical supervision and accountability as designated by the Service manager.
- Provide guidance and advice to colleague in supporting care delivery and developing plans of care in the wider team.
- Liaise with other organisations to support the care plan developed for the patient for their wider holistic needs.
- Responsible for the delivery of core interventions and WRAP plans, and where appropriate specialist interventions.
- Implement Outcome measures as per trust guidelines as is reportable for service review needs.
- Ensure the therapies provided should be appropriate to meet the specific needs of the individual based on their diagnosis, Life stage and abilities.
- The post holder will promote health education in accordance with the trust making every contact count and based upon individuals holistic assessments.
- Ensure that patients on their caseload have up to date safety plans in place, completed in collaboration and shared where appropriate across the health community.
- Work in conjunction with current Mental health framework processes, assuring that clinical systems are in place for individuals on their caseload



- The post holder will be responsible for assuring individuals on their caseload have a personalised plan of care that is formulated, with agreed outcomes associated with current evidence.





Ensure recovery focused approach for patient intervention.

- To monitor and give advice to patients, their families/carers and to other professionals on physical health needs in relation to mental health issues and promote a healthy lifestyle and the concept of wellbeing.
- To support families, carers and other professionals in addressing the mental health needs of patients in the community setting.
- To work collaboratively with patients, their families and other agencies and professionals in the transfer of care and/or care coordination to other care groups or services. Identify action to reduce risk, delays and waiting times.
- To act as mentor and assessor for students nurses as and when required.
- Ensure recordkeeping is adhered to in accordance with Trust policy, procedures and requisite guidelines.
- To engage appropriately with carers and ensuring carers assessments are completed in accordance with the Carer's act 2014.
- To support and advocate for individuals on caseload, for example when specialist placement is required or step down from the complex rehabilitation caseload.
- To meet and liaise regularly with the Complex Rehabilitation Team for discussion of cases and collaborative care pathway development.
- The post holder will be expected to provide interventions to patients experiencing a wide variety of diagnoses.
- Interventions provided will be within the practitioner's sphere of competency and within their major skill set, the practitioner is expected to liaise with colleagues who may be more experienced within a particular field as and when required
- To ensure up to date knowledge and skills in medication management and the administration of intermuscular injections.
- Utilise evidence based practice and NICE guidance to demonstrate the knowledge and skills required to support a patients mental social and physical wellbeing.
- Support people who use the service with promoting effective change to positively impact individual outcomes.
- To maintain awareness of up to date research and development pertaining to advances in Adult Mental Health issues.



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- The post holder will be responsible for ensuring that their mandatory and statutory training is up to date.

To support local audit projects related to the team.

- Ensure that a multi professional / agency approach to care is maintained, valuing the interface of roles and responsibilities and through multi-disciplinary team working.
- The post holder will ensure that safeguarding procedures are implemented for both adults and children in a safe and timely manner across a defined staff group within the locality CMHT.
- Responsible for proactively commenting and proposing new systems that support the teams approach to care delivered within the CMHT, utilising best evidence and national guidance.
- The post holder will report incidents and ensure that the trust Ulysses system is used in accordance with trust reporting processes.
- To work as the Duty Worker, ensuring all enquiries are responded to appropriately and the required intervention is undertaken.
- Provide a professional role model for the delivery of high quality care within the CMHT.
- Take the lead in developing opportunities for reflective practice and practice development for staff within the CMHT.
- The post holder will ensure that the organisational clinical/ managerial supervision policy is implemented across a defined service area proactively encouraging multi professional supervision arrangements and will deliver individual supervision in accordance with the local CMHT model.
- Complete staff annual appraisals as delegated by the Service Manager if required.
- Support, comment and propose on developments to clinical standards supported by best evidence and national guidance within the CMHT and across the pathway.
- Chair clinical and managerial meetings as delegated by the Service Manager.
- The post holder will ensure Trust policies, procedures, and legislative directives are advocated and implemented, i.e. Equal Opportunities, Human Rights Act, Disability Discrimination Act, Race Relations, Sex Discrimination and age discrimination.





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- Ensure that resources are managed effectively i.e. financial, staff, equipment, stock control etc.
- The post holder is expected to uphold values at all times and ensure that respect, dignity and compassion are at the forefront of interactions with patients, their carers and colleagues, and challenge poor practice in relation to these values.

Use effective interpersonal skills when communicating with patients, carers and relatives and team members across the pathway in order to promote choice, inclusion and personal autonomy.

- To undertake any other duties of a similar nature consistent with the responsibilities of this post in order to provide a quality service.

## Trust Values

Employees, workers, and / or contractors will be expected to uphold the values of the Trust and exhibit the expected Trust behaviours aligned to the Trust's values. Individuals have a responsibility to ensure that they display the Trust values and behaviours in carrying out their job and that individuals feel able to challenge (or raise a challenge) when other colleagues' behaviours breach the spirit of Trust values.

## Equality, Diversity & Inclusion

The Trust gains strength from the diversity of its staff and patients, and is committed to being a safe and inclusive space for all people regardless of their age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment, or pregnancy/maternity. It recognises that it can only fully realise this commitment by proactively opposing bigotry in all its forms, including (but not limited to) ageism, disablism, sexism, racism, xenophobia, antisemitism, islamophobia, homophobia, biphobia, transphobia, and enbyphobia. All staff members are required to understand their role in ensuring the Trust is not only compliant with its responsibilities under the Equality Act 2010 but fulfils this deeper commitment. This shall include completing all mandatory equalities training, familiarising themselves with relevant policies or plans such as the Trust's Equality, Diversity and Inclusion Strategy and its Anti-Racism Action Plan, and proactively engaging with the work of the Staff Networks, Spiritual Care Team, Community Inclusion Team, and Equality, Diversity and Inclusion Team.

## Confidentiality and Data Protection

Staff are to familiarise themselves with the Employer's data protection policy when this is available, which sets out its obligations under the General Data Protection Regulation, the UK Data Protection Act 2018 and all other data protection legislation. You must comply with the Employer's data protection policy at all times and you agree



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that you will only access the systems, databases or networks to which you have been given authorisation and only for the purposes of your work for the Employer. The Employer will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal. You should also be aware that you could be criminally liable if you disclose personal data outside the Employer's policies and procedures. If you have any queries about





your responsibilities in respect of data protection you should contact the Employer's Data Protection Officer.

### Data Quality

The post holder should ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.

### No Smoking

The Trust has a no smoking policy. Smoking is not allowed on any Trust premises.

### Health and Safety

The post holder will take personal responsibility for any Health & Safety issues and obligations under the Health & Safety at Work Act. The post holder should also be aware of and comply with other relevant legislation and policies e.g. Fire Regulations.

### Clinical Governance

All employees are required to actively contribute towards the Trust's clinical governance systems, taking responsibility as appropriate for quality standards, and work towards the continuous improvement in clinical and service quality.

### Infection Prevention & Control

Infection prevention & control is everybody's responsibility, it is a requirement for all Trust staff to comply with all Trust infection control policies and procedures.

- All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace.
- All staff must adhere to the Trust's Hand Decontamination Policy
- All staff are expected to behave in a manner which protects patients, public and colleagues from infection risks within the scope of their role.
- All staff should have infection control training at induction and annual infection control updates as required.
- All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.



### Safeguarding Adults

Safeguarding is 'Everybody's Business'. It means protecting people's health, wellbeing and human rights. It includes protecting their rights to live in safety, free from abuse and harm; taking their views, wishes, feelings and beliefs into account. In the West Midlands, the main statutory agencies work together to promote safer communities, to prevent harm and abuse and to deal with actual or potential when concerns arise. These Organisations which include Black Country Healthcare NHS Foundation Trust work together to achieve these outcomes by working within the Safeguarding Adults multi-agency policy and procedures for the West Midlands and adhering to the local Safeguarding Adult policy and procedures. Staff can contact the Trust Named Nurses for Safeguarding Adults or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

### Safeguarding Children

All members of staff have a responsibility to ensure that children and young people are safe from abuse or harm. Employees must comply with Local Safeguarding Board Child Protection Policy and Procedures and Black Country Healthcare NHS Foundation Trust Safeguarding Children Policy. Staff can contact the Trust Named Nurses for Safeguarding Children or a member for advice and support if they have concerns. It is an employee's responsibility to comply with all current legislation and relevant Safeguarding training as breaches may lead to an employee being subject to disciplinary action.

### Professional / Managerial Codes of Practice

The post holder is expected to abide by the relevant codes of practice of the registering body for healthcare professionals, and, where applicable, the NHS Code of Conduct for managers.

### Policies and Procedures

The post holder is required to abide by all policies and procedures of the Trust.

### Pandemic / Other Emergencies

In the event of a pandemic being declared, the post holder may be required to adjust their days of work, hours of attendance, work base, and duties to support the delivery of services.



## Job Description

This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.

**Post Holder's Signature:**

**Date:**

