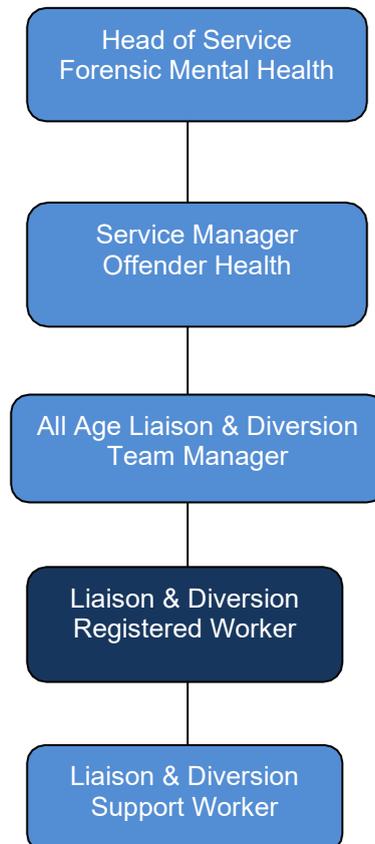


**JOB DESCRIPTION**

**Section One**

**Job Title:** Liaison & Diversion Registered Worker  
**Band:** 6  
**Service:** Offender Health  
**Accountable to:** Service Manager Offender Health  
**Responsible to:** All Age Liaison & Diversion Team Manager  
**Responsible for:** Supervision of Liaison & Diversion Support Workers

**Organisation Chart:**



## **2.0 Job Summary**

- 2.1 To improve the lives of people with mental ill health, learning disabilities or substance misuse by minimising the impact of their condition through the delivery of excellent services to promote recovery and wellbeing.
- 2.2 To be compassionate in meeting the needs of those people, and their carers, who come into contact with the service.
- 2.3 To be responsible for provision of excellence in clinical care, providing clinical leadership to the team and promoting a culture of evidence-based practice and person-centred care.
- 2.4 To be professionally accountable and responsible for individual assessments of both adults and children referred to the All Age Liaison and Diversion team by the police, courts, probation and other statutory and non-statutory services.
- 2.5 To provide follow up care as appropriate, working in police custody areas, clients' homes and other community settings.
- 2.6 To develop co-operative and collaborative working between clients, health and social care professionals, the criminal justice system and voluntary organisations to deliver the best outcomes for offenders with complex mental health problems, learning disabilities or substance misuse issues.
- 2.7 To promote social inclusion, community access and participation through the provision of client care.
- 2.8 To facilitate others in the team to develop competence by providing leadership, day to day supervision, clinical advice and clinical supervision to Liaison and Diversion support workers and students.
- 2.9 To be committed to and take a lead role in activities integral to the Trust's Quality Improvement System.
- 2.10 To promote at all times a positive image of adults, children and young people with mental ill health.
- 2.11 To promote at all times a positive image of the Offender Mental Health Service and the wider Trust.

## **3.0 Main Duties and Responsibilities**

### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1 Promotes and maintains safety, privacy and dignity of all clients in the delivery of client centred care, recognising and respecting differences including spiritual and cultural beliefs

- 3.1.2 Takes steps to obtain client consent to care and treatment (or consent from the person with parental responsibility) in accordance with the Mental Capacity Act (and Fraser Guidelines where appropriate), ensuring that clients who lack mental capacity remain at the centre of decision-making and are fully safeguarded.
- 3.1.3 Acts, wherever applicable, in accordance with the Mental Health Act and associated policies and procedures.
- 3.1.4 Responsible for recognising the potential for or signs of client harm, abuse or neglect, including poor clinical practice, reporting all such concerns and taking all reasonable steps to protect the client. Responsible for identifying and reporting concerns regarding the safeguarding of children who may be at risk.
- 3.1.5 Responsible for ensuring the highest professional standards and attitudes towards the care of clients are maintained at all times and that care is delivered in accordance with evidence based practice by all members of the team. Clients may have a range of mental health conditions, learning disabilities or substance misuse issues and may have a history or potential high risk of offending behaviour. Clients may demonstrate behaviours that challenge including verbal and physical aggression. Some may have difficult family circumstances of relevance.
- 3.1.6 Provides clinical/professional advice on complex issues to other members of the team and staff from other Trust services.
- 3.1.7 Provides specialist mental health advice to staff from health, social and criminal justice agencies including police, probation officers, court staff etc.
- 3.1.8 Carries out screening assessments of clients with complex needs, utilising structured and evidence-based tools and outcome measures.
- 3.1.9 Formulates, plans, implements and evaluates interventions which are individually focussed to aid recovery and social inclusion, with the involvement of the patient and their carer or person with parental responsibility.
- 3.1.10 Liaises and works in partnership with health colleagues and other professionals and agencies, including GPs, Substance Misuse Service, police, probation, courts, employment, housing and third sector organisations.
- 3.1.11 Provides access to services in the community, ensuring that health needs are known and can be met appropriately. Encourages clients to engage with such services and assertively follows up those who fail to engage.
- 3.1.12 Provides health education and advice on health promotion to clients and their carers.
- 3.1.13 Responsible for decision making and coordination in a crisis situation, where necessary seeking advice and guidance from other relevant professionals.
- 3.1.14 Demonstrates safe breakaway techniques in the management of violence and aggression as required.
- 3.1.15 Where appropriate and with authorisation, acts as an advocate for clients/carers.

### **3.2 Administrative Responsibilities**

- 3.2.1 Undertakes administrative tasks in relation to own work
- 3.2.2 Uses Microsoft Office applications.
- 3.2.3 Uses Trust-approved electronic systems as required e.g. ESR, Datix, CRS, IIC etc.

### **3.3 Responsibility for Information Systems**

- 3.3.1 Responsible for the maintenance of accurate and comprehensive client records by self and others, using PARIS, in accordance with the Trust and professional record keeping standards.
- 3.3.2 Provides accurate, up to date and timely input of relevant information to assist the organisation in collecting data necessary to the core business.
- 3.3.3 Writes reports for partner agencies within the criminal justice system, including police, courts and probation services.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 Plans own and others workload, managing competing demands to ensure care is delivered according to clinical priority.
- 3.4.2 Delegates tasks to members of the clinical team whose competence has been established whilst maintaining professional accountability and ensuring their work meets required care standards.
- 3.4.3 Plans training for members of the clinical team.
- 3.4.4 Contributes to the business planning process as a member of the team.

### **3.5 Policy Development**

- 3.5.1 As a member of working groups, proactively engages in or leads the development of local policies and procedures.
- 3.5.2 Responsible for ensuring robust implementation, monitoring and evaluation of new or revised policies and procedures in the workplace.
- 3.5.3 As a member of working groups, may contribute to the development of policies which impact across other services.

### **3.6 Service Development, Project Management**

- 3.6.1 Uses the techniques of the Trust's Quality Improvement System to facilitate continual safety and quality improvement activities as part of the team or special interest group.

3.6.2 May participate in or lead local projects to develop services to meet the changing needs of the client group.

3.6.3 May participate in service improvement projects which impact across other services.

### **3.7 Financial Responsibilities**

3.7.1 Monitors and requests re-ordering of stock as required.

### **3.8 Responsibility for Physical Resources, Estates, Hotel Services**

3.8.1 Ensures all equipment is used safely and effectively by self and staff, following manufacturer's instructions, and immediately reporting any defects in accordance with local procedures.

3.8.2 Ensures that available resources are used efficiently and effectively by self and staff.

### **3.9 Research and Audit**

3.9.1 Keeps up to date with new developments in the field, evaluating available research and disseminating information to inform evidenced based practice.

3.9.2 Maintains a personal professional portfolio of learning activity in compliance with registering body requirements.

3.9.3 Leads practice development initiatives within the team.

3.9.4 In conjunction with the team manager, sets and monitors quality standards for clinical work, reports outcomes and proposes action plans to address areas of concern, facilitating implementation and evaluation of agreed action plans.

3.9.5 Participates in and may lead research projects and complex audits using research methodology.

### **3.10 Staff Management, Training and Development, HR**

3.10.1 Demonstrates clinical leadership through personal practice.

3.10.2 Undertakes day to day supervision of Liaison and Diversion support workers including work allocation, checking record keeping and quality of care delivered and providing clinical advice and guidance as required.

3.10.3 Provides clinical supervision to members of the clinical team.

3.10.4 Provides preceptorship / mentorship to team members as appropriate.

3.10.5 May participate in the recruitment and selection of staff in the clinical team, following appropriate training.

- 3.10.6 Participates in the induction of new staff to the clinical area.
- 3.10.7 Provides training to all members of the clinical team, monitoring and evaluating learning outcomes, providing feedback and assessing competencies to facilitate learning in practice. Sign-off mentor for student nurses as professionally appropriate.
- 3.10.8 Provides training in relation to own work to healthcare professionals and staff working in the criminal justice system.

#### **4.0 Communication**

- 4.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 4.2 Communications with clients must at all times be safe (appropriate) in content, effective and respectful and made compassionately and positively to minimise anxiety and distress related to their health and well-being. All communication with children and young people should be conducted in accordance with the DCSF Guidance for Safer Working Practice for Adults who Work with Children and Young People.
- 4.3 Ensures that effective communication systems are maintained within the team. Establishes effective communication systems with all services involved in the Criminal Justice pathway and strengthens partnership links and collaborative working. Participates in cross-service meetings as required.
- 4.4 Uses appropriate communication methods to ensure effective therapeutic engagement with clients including the giving and receiving of complex or sensitive information where understanding may be limited.
- 4.5 Communicates complex and sensitive information regarding clients' needs and progress accurately and in a timely manner to the carers/relatives as appropriate having due regard for confidentiality at all times.
- 4.6 Responsible for ensuring that communication with the public is professional and courteous at all times.
- 4.7 Resolves informal complaints effectively, avoiding escalation where possible and informs the team manager in a timely manner.
- 4.8 Participates in professional forums and special interest groups.

#### **5.0 Analysis and Judgement**

- 5.1 Analyses and interprets a range of complex facts and situations when undertaking first response assessments to facilitate informed decision-making regarding the on-going care and/or detention of individuals as requested by the police service. Judgements may be required where there exists a range of options.
- 5.2 Decides when to escalate issues to more senior staff.

- 5.3 Is aware of own limitations and scope of practice.
- 5.4 Responds appropriately to crisis situations, where necessary seeking advice and guidance from other senior professionals. Implements prescribed strategies or interventions to manage the crisis effectively and informs relevant staff in a timely manner.
- 5.5 Uses judgement when providing advice and guidance on complex clinical cases to other members of the clinical team and staff from other disciplines and partner agencies.
- 5.6 May assist in the investigation of Serious Untoward Incidents.
- 5.7 Responsible for maintaining appropriate boundaries with clients.

## **6.0 Freedom to Act**

- 6.1 Line managed by the Liaison and Diversion Team Manager.
- 6.2 Works within appropriate Professional Code of Conduct, accountable for own professional practice.
- 6.3 Uses discretion as appropriate in applying clinical policies.

## **7.0 Personal Responsibilities**

The post holder must:

- 7.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 7.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 7.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 7.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 7.5 Fully participate in annual appraisal and appraisal reviews.
- 7.6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

## 8.0 **General**

The post holder must:

- 8.1 Comply with the Trust's Information Governance Policies and maintain confidentiality of information at all times in line with the requirements of the Data Protection Act.
- 8.2 Comply with the Trust's Health and Safety Policy and risk management procedures and report as necessary any untoward incident or hazardous event in accordance with local procedure.
- 8.3 Carry out the duties of the post with due regard to the Equality and Diversity Policy.
- 8.4 Comply with the Trust's Infection Control Policies as appropriate to the role.
- 8.5 Comply with the Safeguarding of Children and Adults policies and protocols as appropriate to the role.
- 8.6 Comply with the Behaviours that Challenge Policy as appropriate to the role.

## 9.0 **Other requirements**

- 9.1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 9.2 The post holder may be required to work in locations other than those specified in the job description as required by service need.
- 9.3 The post holder may be required to work flexible hours as required by service need.
- 9.4 There may be a requirement to change the job description in light of developing service needs.

## 10.0 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Current professional registration with appropriate body in healthcare or social work.</li> <li>• Evidence of Continuing Professional Development.</li> <li>• Certificate in teaching &amp; assessing in clinical practice as appropriate to own profession.</li> <li>• Clinical Supervisor.</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management qualification</li> <li>• Post-graduate qualification in a relevant area</li> </ul>

	<ul style="list-style-type: none"> <li>• Recognised sign-off mentor (or equivalent) or must be achieved within agreed timescale.</li> <li>• Key skills in literacy, numeracy and ITQ level 2 (or equivalent)</li> </ul>	
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Significant experience working with people with complex mental ill health, behavioural and social issues.</li> <li>• Experience of working with children and young people with emotional wellbeing and mental health difficulties.</li> <li>• Experience of working in a multidisciplinary team and partnership working in a multiagency environment e.g. police, probation service.</li> <li>• Working collaboratively with clients and their families/carers.</li> <li>• Providing clinical supervision.</li> <li>• Mentoring students on practice placement experience.</li> <li>• Quality improvement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership or management experience</li> <li>• Experience in forensic mental health or working with offenders.</li> </ul>
<p><b>Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge to post-graduate level of evidence-based practice in caring for clients in the designated field.</li> <li>• Understanding of child development.</li> <li>• Good understanding of the Criminal Justice System and the roles and responsibilities of those working within it.</li> <li>• Understanding of relevant legislation (e.g. Mental Health Act, Mental Capacity Act).</li> <li>• Good understanding of the available care pathways and access routes.</li> <li>• Detailed understanding of Safeguarding and its application in practice.</li> <li>• Clinical Risk Assessment and Management and its application in practice.</li> <li>• Clinical Governance and its application in practice.</li> <li>• Research and development methodology.</li> <li>• Understanding of psychological models of care and treatment.</li> </ul>	

<p><b>Skills</b></p>	<p>Must be able to:</p> <ul style="list-style-type: none"> <li>• Provide leadership and monitor, co-ordinate and prioritise the activities of a team.</li> <li>• Complete assessments of clients with complex mental health needs using evidence-based tools.</li> <li>• Communicate complex and sensitive information effectively to clients, carers/families and all services within the Criminal Justice Pathway.</li> <li>• Provide effective clinical supervision, teaching, training and assessing in clinical practice.</li> <li>• Write reports.</li> <li>• Use multimedia materials for presentations in professional settings.</li> <li>• Use approved breakaway techniques.</li> </ul>	
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>• Compassionate in meeting the needs of vulnerable people and their families and carers.</li> <li>• Able to engage with vulnerable adults, children and young people and work effectively in distressing and challenging circumstances</li> <li>• Able to work flexibly and co-operatively as part of a team</li> <li>• Able to use own initiative and make decisions independently</li> <li>• Committed to continual quality and service improvement</li> <li>• Self-aware and committed to professional and personal development. Able to accept and respond positively to feedback from supervision</li> </ul>	
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> <li>• This post is subject to a satisfactory Disclosure and Barring Service check and further clearances as required by the Police Service.</li> </ul>	

**JOB DESCRIPTION AGREEMENT** SNM083: v2: 6 October 2016

**Post Holder**

Sign..... Date.....

Print Name.....

**Line Manager**

Sign..... Date.....

Print Name.....

Print Job Title.....



## Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

### Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

### Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

### Further information

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet  
<https://intranet.tewv.nhs.uk/our-journey-to-change>