



JOB DESCRIPTION

Title: Care Co-ordinator (CPN/OT/Social Worker) – Early Intervention in Psychosis Service

Band: 6

Hours: 37.5hrs/wk

Directorate: Community Services, West SBU, HPFT

Location: St Albans

Service: Early Intervention in Psychosis Service

Responsible to: Team Leader

Accountable to: Service Manager

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

Job Summary:

- The post holder will work as a member of the multi-disciplinary team providing a high quality of Care Co-ordination to Service Users between the ages of 16 and 65 (and their carers) who are experiencing or recovering from their first episode of psychosis. The core function of the service is to provide specialist assessment of people thought to be experiencing their first psychotic episode and if appropriate, initiate and complete the 3 year pathway as directed by the NICE Guidelines. Integrated health and social care approaches will underpin practice as will care planning within a recovery framework. Successful candidates will be expected to undertake training in Family Intervention and deliver Family Interventions under supervision of a Psychologist as it forms an essential part of the NICE Guidelines.
- The role requires skills in assessing, planning, organising, reviewing and delivering recovery oriented and evidence based interventions to support the recovery of service users. This work will be in accordance with clinical governance processes and professional standards. The post holder will utilise their skills and knowledge to undertake assessments, identify desired social care outcomes using the connected Lives assessment framework and carry out treatment both in inpatient areas and community areas as appropriate.
- Any other duties commensurate with the grade which may be required to enable effective and efficient running of the service.
- All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and diversity.

Organisational Chart:

This post is under Community Services.

Job Responsibilities:**1. Clinical Duties**

- To be responsible for the assessment of health and social care needs and risk assessment of service users presenting with a wide variety of clinical conditions – including first episode psychosis. Following this the post holder will be responsible for the development, implementation and evaluation of programmes of care. The post holder will also, where appropriate and in keeping with the social care eligibility criteria, enable the client or carer to access a personal budget to meet their needs.
- To manage and supervise a 'mini-team' of a Band 4 & Band 5 to assist in the management of a caseload and delivery of the FEP pathway.
- Provide a range of clinical interventions and treatments appropriate to the individuals' needs.
- Participate fully in providing quality care in line with local and national guidelines.
- To respond to any crisis that a patient may advise of, with the aim of promoting appropriate independent living in the community.
- Act as a role model in providing a service for people with mental health problems.
- To ensure that commissioned services allow choice to service users and carers, and focus on people living in the community with appropriate support and access to universal services.
- To liaise and negotiate with other agencies e.g. Adult Care Services, Children Schools and Families, Benefit Agency, Housing Authorities, CGL, voluntary sector etc., for joint planning with, or on behalf of, service users.
- To participate in regular supervision with the Team Leader and supervise junior members of staff.
- To contribute to multi-disciplinary working.
- To carry out Duty Desk shifts, on a rota.
- Will identify the individual care needs of allocated service users, plan, implement and evaluate all care programmes in conjunction with the service's mental health team.
- Will maintain close liaison with all department\staff involved in a service user's care and report on progress and effectiveness to the MDT.
- To assist in the coordination and running of therapeutic groups as appropriate.
- To undertake a broad range of assessments, including psychometric tests, self-report measures, rating scales, direct and indirect structured observations and semi-structured interviews with service users, family members and others involved in care.
- To adhere to Trust policies and procedures
- To carry out any other duties as appropriately identified by your line manager.

Research and Service Evaluation

- To participate in audit, evaluation and research projects as agreed with professional and line manager.
- To collaborate with other team members in the design and implementation of audit and research projects.

Working Relationships and Communication Requirements of the Job**Working Relationships:**

Liaises with:

- Team Leaders
- Consultant Psychiatrists and Junior Doctors

- Social Workers
 - CPNs
 - OTs
 - Psychological Therapists
 - Other Managers and Clinical Staff
- As the post holder will be working within the community most of the time, they will establish and maintain positive relationships with people, agencies, charities and other providers whom also provide services to People in the community. These relationships are a key part of the role in which you will be representing HPFT.
 - Close working relationships should be developed with other parts of HPFT services notably: Crisis teams, The Wellbeing Service, The Acute Service.

Communication Requirements:

- Have high level of competency to receive and give clinical information verbally and in writing from/ to those receiving care, their families/carers and professional colleagues.
- Demonstrate a high level of interpersonal skills, self-awareness and empathy in all communications.
- Ensure adherence to all aspects of patient confidentiality, documentation and record keeping according to Trust and national guidelines.
- Will have the ability to communicate clearly and sensitively in complex situations.
- Will have an ability to negotiate and problem solve in contentious and /or antagonistic situations where agreement is required. When agreement cannot be reached to communicate clear and rational decisions e.g. in initiating Mental Health Act assessments.
- Will have the ability to develop and maintain good working relationships with colleagues within the all agencies whom they encounter to the benefit of the client and the service.

Clinical Responsibility:

The Care Co-ordinator will be responsible for management of an EIP caseload averaging 35 Service Users. They will receive regular supervision from the Team Leader and from a relevant Senior Social Worker within the Trust. With help from the multi-disciplinary team, they will be responsible for the delivery of recovery focused care and the 3 year FEP pathway as per NICE guidelines.

In addition to Job Responsibilities above, the post holder will:

- Carry out full mental health and social care assessments. Develop, implement, evaluate and document mental health care and desired social care outcomes. This will include frequent requirement for intense concentration.
- Devise care plans that promote patients' independent living in the community (the social care element of the role will be significant within the recovery care planning).
- Complete risk assessments that are clear, concise and detail plans to safely manage any risks that are identified.
- Keep abreast of changes to social care models and champion this within the PATH service alongside other Social Workers.
- Use a variety of clinical skills appropriate to the needs of the individual and the clinical setting in which they are seen.

- To provide ongoing interventions for people where assessment indicates this to be relevant to their needs.
- Where indicated by assessment, to discharge with appropriate care provisions and follow-up, with future review dates booked as appropriate.
- Demonstrate a high standard of record keeping and documentation with adherence to Trust policies.
- Work alongside current staff and colleagues to develop and promote the service's philosophy, framework of care delivery and strategic objectives.
- Contribute to Mental Health strategy discussions/steering groups when requested by senior management.
- Work with current staff and colleagues to develop and demonstrate clinical expertise and high standards of mental health practice.
- Deliver care that is person centred reflecting current best practice, and challenges practice that may be detrimental to people receiving high quality care.
- Demonstrate appropriate understanding of the legal and ethical issues in providing mental health care.

Connected Lives

Connected Lives is Hertfordshire's whole service approach to community practice, personalised enablement, and new models of commissioning for social care. Bringing together practitioners, commissioners, and providers, it will support the transformation of our service delivery. It is underpinned by the core concepts of the Care Act 2014, ensuring community opportunities, citizenship, and personalised outcomes. Developed and launched by Hertfordshire County Council in 2017, Hertfordshire Partnership University NHS Foundation Trust is now introducing Connected Lives as its model for social care practice across all adult services.

The model itself sets out standards, principles and approaches for staff delivering services. It places more emphasis on prevention and enablement and supporting people to live the life they want. It can be applied to every area of work, from frontline social work, to systems, leadership, and commissioning. As a Social Worker, you will be responsible for championing the model, and advocating its principles to members of the multi-disciplinary team. You will hold a key role in providing social care assessments and commissioned packages of care, and will ensure that your practice ensures the service is meeting its statutory social care functions as described in the Care Act 2014.



Hertfordshire **Social Work**
Teaching Partnership

Working together to develop outstanding practitioners

The Hertfordshire Social Work Teaching Partnership is a collection of four local agencies working together to bring out the best in our social workers and social work students. This is comprised of:

- Hertfordshire Partnership University NHS Foundation Trust
- Hertfordshire County Council
- The University of Hertfordshire
- The Tavistock and Portman NHS Foundation Trust

The HSWTP aims to provide high quality training for social workers and to exemplify practice quality through first class opportunities for pre- and post-qualifying social workers.

Leadership and Staff Management Responsibility:

The post holder will:

- Plan and organise their diaries, prioritise duties, and co-ordinate the care of the clients.
- Give due regard to the health and safety, well-being and interests of those who come into contact with the team professionally.

Service Development and Improvement:

- Ensure that all policies applicable to Adult Community Services are implemented.
- To comment upon and propose changes to working practices and procedures relevant to Adult Community Services. Where requested by the Team Manager, to implement changes.
- To propose ideas for, and if accepted, contribute to audits relevant to the improvement of the teams' clinical practice.

Analytical and Judgemental Skills:

The post holder will:

- Demonstrate an understanding of the Mental Health Act, Mental Capacity Act and the Care Act. The post holder will also have an understanding of the Safeguarding Adults procedures.
- Be required to make judgements involving complex facts and or situations which require analysis.
- Make judgements where the situation is not straightforward such as those where information is limited or difficult to obtain.
- Make judgements as to the best course of action where there are a range of options available.
- Assess or interpret information to make a judgement.
- Make judgements where expert opinion may differ or be conflicting.

Planning and Organisational Skills:

- Demonstrate the ability to prioritise and organise case/ work load on a day to day basis.
- Ensure that the client is given high quality care at all times.
- Where necessary request assistance from colleagues.
- Represent the Adult Community Services at meetings as delegated by the Team Manager.

Physical Working Conditions and Environment:

The post holder will:

- Need to be able to drive to meetings / training off site and occasionally as required cover for colleagues on other sites.
- Be able to input information using computer keyboard.
- Be able to work in an environment that is at times extremely busy and demanding.

Information Resources:

The post holder will:

- Be required to be competent in IT and have the relevant skills necessary to carry out the activities of the job post.
- Be required to gather, analyse and report a range of data and information in regard to service evaluation and development.
- Maintain up to date electronic records of people that the post holder has had contact with.

Additional Information:

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post. *Approved outlines are available on the HPT e-ksf local library*

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

- Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.
- Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

- We are **welcoming** so you feel valued as an individual
- We are **kind** so you can feel cared for
- We are **positive** so you can feel supported and included
- We are **respectful** so you can feel listened to and heard
- We are **professional** so you can feel safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of opportunity.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. Because of this Hertfordshire Partnership University Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of staff to ensure that they do not abuse their official position for personal gain or seek to advantage or further private business or other interests in the course of their official duties. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

Criteria	Essential	Desirable
Training and Qualifications	<p>Diploma/Degree in MH Nursing, OT or Social Work.</p> <p>At least 1 year post-graduate experience in mental health services, preferably community based.</p> <p>Marginally less experience will be considered if experience is relevant and applicant can demonstrate required skills.</p>	<p>Masters level training in relevant Mental Health-related area.</p> <p>Post-graduate training in relevant mental-health / psychological / recovery discipline.</p> <p>Evidence of further study in related area (e.g. research etc.)</p>
Experience	<p>Experience of working with people with moderate to severe mental health problems including psychosis</p>	<p>At least one years' experience of work with people with moderate to severe mental health problems including Psychosis – preferably those with a first episode.</p> <p>Experience of working in a multi-disciplinary team.</p> <p>Experience of working in a community health care setting.</p>
Knowledge and Skill	<p>Knowledge of legislation related to mental health and social care e.g. Mental Health Act, Mental Capacity Act, Care Act, Care Programme Approach etc.</p> <p>Ability to work independently, reliably and consistently with work agreed and managed at regular intervals.</p> <p>Ability to manage distressing and challenging situations.</p> <p>Good knowledge of Microsoft Word, PowerPoint and Excel.</p>	

Communication	<p>High level communication skills (written and verbal) including an ability to communicate and work in settings in which the atmosphere may be highly emotive.</p> <p>Ability to communicate sensitive information to service users, carers and colleagues in a way that addresses psychological resistance.</p> <p>Ability to feedback and discuss cases within the multi-disciplinary team.</p> <p>Ability to interact sensitively with people with mental health problems. Excellent report writing skills.</p> <p>Excellent documentation of duties performed.</p> <p>Confidence to work autonomously in the community.</p> <p>Ability to communicate information on formulation, risk and intervention to staff from other disciplines.</p> <p>Ability to manage and prioritise a busy workload and respond to urgent situations.</p>	<p>Experience using computers for databases or data-analysis.</p> <p>Competence using IT and media equipment.</p>
Analytical Skill	<p>Good range of problem solving skills.</p> <p>Good range of information gathering skills.</p> <p>Ability to assess and manage risks.</p> <p>Ability to accept and use supervision appropriately and effectively.</p>	
Diversity	<p>A commitment to work in ways which support equality and diversity and treat everyone with appropriate dignity and respect.</p>	

Physical Skill	<p>Ability to enter clinical notes on the electronic patient record system; utilising computers for data collection and management.</p> <p>Physical abilities to work safely in an environment where there may be risk of physical violence.</p> <p>Car driver (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving)</p> <p>Ability to travel between sites when necessary for meetings and/or clinical sessions.</p> <p>Ability to transport psychological tests, other equipment and materials or resources between sites as required.</p>	
Emotional Effort	<p>An understanding of the needs and difficulties of people experiencing mental health or other difficulties.</p> <p>An ability to sustain empathy and personal engagement with individuals experiencing mental health problems or challenging behaviour.</p> <p>Ability to work closely with a staff team, without becoming overly personally involved with the staff team.</p>	
General	<p>Must have a full driving licence, valid in the UK and access to own vehicle which is insured for business purposes.</p>	

