



## **JOB DESCRIPTION**

Oxford Health is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

**Job Title:** Crisis Support Worker  
**Band:** Band 3  
**Responsible to:** Clinical Team Manager  
**Accountable to:** Service Manager

**Place of work:**

**Hours:**

Author:  
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## **JOB PURPOSE**

To provide clinical support, with supervision for children, adolescents and their families.

To work with and liaise with other agencies and services to access appropriate support for young people and their families.

The post holder will be required to cover core hours Monday-Friday 9-5 and will be required at times to cover until 8pm and 10am- 6pm at weekends.

The role will include supporting liaison provision at the local District General Hospitals.

This role may include covering across BaNES, Swindon and Wiltshire depending on demand for Crisis interventions.

## ***DUTIES AND RESPONSIBILITIES***

### **Clinical Responsibilities**

- Provide direct support to young people and their families with supervision from the care coordinator, and as agreed in treatment plans.
- Work alongside clinicians in the multi-disciplinary team in the assessment and treatment of families and young people and deliver effective packages of care.
- A significant part of the role will be working with the community Eating Disorder model providing outreach meal support for young people.
- Providing a range of appropriate interventions including individual support and counselling, behavioural management, group work, parental and family support as agreed and negotiated with the care coordinator.
- Flexibility in the delivery of care i.e. ability to work in other environments in the primary care sector to maximize contact with clients and other agencies.
- Using interpersonal skills to communicate information when dealing with young people with mental health problems and their families.
- Assist members of the team in providing consultation and advice to primary health care services.
- Develop and maintain relationships with staff from other agencies to enable effective partnership working.
- Using clinical practice to demonstrate knowledge and promote Children's Rights and Child protection legislation.
- Establishing, maintaining and ending purposeful, therapeutic relationships with children and young people experiencing severe mental health difficulties. Practice will be creative and underpinned by specialist knowledge of, and skills in, evidence based and psychosocial interventions.
- Using knowledge of psychological therapies, for example CBT, DBT and Solution Focused approaches.

- Providing time-limited intervention, identifying appropriate discharge goals and working positively with risk using own professional judgment and team processes.
- Assessing risk in collaboration with children and young people experiencing mental health difficulties, significant others and other workers/professionals, alongside use of own professional judgment and team processes. This involves exploring individual's risk of harm to themselves and/or others and may involve working with challenging, hostile and distressing behaviour.
- To pro-actively provide health education and advice to promote a reduction in risk taking behaviour among young people.
- Communicating highly complex information to a range of people and professionals with a wide range of levels of understanding. Identifying barriers to understanding and using creative methods to overcome them.
- Skilled and constructive use of own supervision sessions, engagement in reflective practice, commitment to continuously develop self-awareness and work appropriately within professional boundaries.

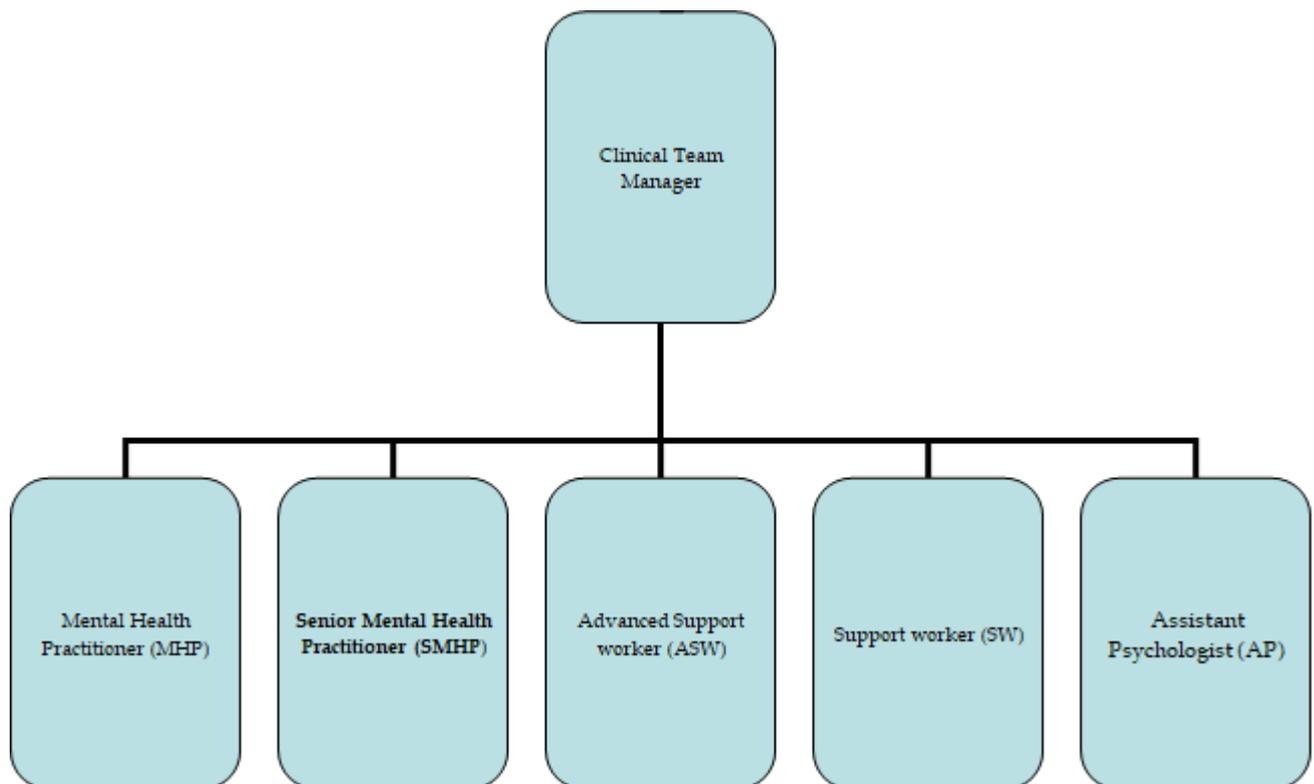
### **Professional Responsibilities**

- The post holder will be a role model for high professional standards of behaviour and attitude within the Team and with people using the service, other professionals and agencies.
- The post holder will manage their time and workload effectively and efficiently.
- The post holder will participate in internal and external audit and evaluation in order to support the provision of high-quality care and services.
- The post holder will keep up to date with new developments in mental health practice and policy.
- The post holder will keep up to date clinical records on the Trust's electronic patient record system.
- The post holder will respect the confidential nature of clinical information and adhere to Trust policy.
- The post holder will engage in monthly management supervision and annual appraisal with the Team Manager.
- Undertake as available and when required, further training relevant to professional and service needs, and as agreed through appraisal.

### **Any Other Duties**

- To undertake any other duties at a comparable level of responsibility as may be allocated.

## STRUCTURE CHART





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## **CODE OF CONDUCT**

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

### **Personal Development**

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

### **Code of Conduct**

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

### **Equal Opportunities/Diversity**

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

### **Health & Safety**

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

### **Infection Control**

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of aseptic techniques and the safe disposal of sharps.

### **Confidentiality and Data Security**

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

### **Safeguarding**

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

### **Other**

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

## PERSON SPECIFICATION

<b>Band: 3</b>		
<b>Criteria for Selection</b>	<b>Essential Requirements</b>	<b>Desirable Requirements</b>
Knowledge/ Experience Requirements	<p>Experience of working in a children's service.</p> <p>Ability to reflect on and critically appraise the performance of self and others.</p> <p>Knowledge of mental health and community care legislation and policy</p> <p>Knowledge of Safeguarding policy and procedures</p>	<p>Experience of working in a mental health setting.</p> <p>Experience of working independently in the community.</p> <p>Understanding and experience of working with children and young people with a wide range of mental health needs, including eating disorders.</p> <p>Knowledge of Recovery focused practice</p>
Qualifications – Academic/Skills/Professional	<p>Good standard of education</p> <p>Evidence of continuous professional development in the workplace.</p>	
Further Training or Job Related Aptitude and Skills	<p>Compassionate - Exceptional interpersonal skills with the ability to communicate effectively with patients, carers and relatives remaining sensitive and empathetic.</p> <p>Listens to others' views respecting and valuing individual patient needs.</p> <p>Professional and patient focussed approach with inspirational skills, acting as a role model to colleagues.</p>	

	<p>Excellent organisational skills, ability to manage own time and plan timed activities for staff and patients.</p> <p>Ability to recognise and manage challenging situations in a calm and professional manner.</p> <p>Able to take instruction and direction and work effectively as part of a team.</p> <p>Ability to record and retrieve information on charts/paper and electronic patient records</p> <p>High standards of written communication skills with the ability to use email and internet.</p> <p>Ability to undertake PMVA training to required level for role.</p> <p>Highly developed communication and team working skills</p> <p>Able to manage a caseload, set priorities and work with members of a multi-disciplinary team</p> <p>Able to problem solve and use own initiative working within limits of delegated responsibility.</p> <p>Ability to work with a range of agencies</p>	
Personal Qualities	<p>Compassionate - Open minded, treats colleagues, patients, carers and relatives with dignity and respect.</p> <p>Intuitive and caring nature.</p> <p>To be able to demonstrate an awareness and responsibility whilst recognising the impact</p>	

	<p>frequent exposure to distressing circumstances has on care and compassion.</p> <p>Flexible and adaptable to meet the needs of the patients.</p> <p>Sympathetic and considerate towards patients, carers and relatives.</p> <p>Ability to inspire hope, support recovery and make a difference.</p> <p>Act in a way that support equality and diversity.</p> <p>Physical dexterity required for basic keyboard skills.</p> <p>Required to use appropriate level of personal safety techniques to deal with challenging clients or incidents.</p> <p>Frequent exposure to working with people who are highly distressed and exposure to hearing extremely distressing information for example in relation to abuse.</p>	
<p>Contractual Requirements or other requirements</p>	<p>Must be a car driver with a valid driving licence or have access to transport with appropriate business insurance in order to travel throughout the Trust, to meet the needs of the service.</p>	