

JOB DESCRIPTION

JOB TITLE:	Service User Network (SUN) Specialist Clinician
BAND:	6
DEPARTMENT:	Complex Needs Service
DIRECTORATE:	Bedfordshire and Luton
REPORTING TO:	SUN Service Manager for day to day leadership, support and line management; Medical Psychotherapist, Complex Needs Service – for weekly clinical supervision of SUN groups
ACCOUNTABLE TO:	SUN Service Manager Operational Manager, Mind-BLMK Consultant Clinical Psychologist and Clinical Lead, Complex Needs Service

JOB SUMMARY

This post provides the opportunity to contribute specialist clinical skills to a new development in the Bedfordshire and Luton complex emotional needs offer – a Service User Network (SUN). The SUN service is a collaboration between the East London Foundation Trust (ELFT) Bedfordshire and Luton Complex Needs Service and Mind-BLMK, which will be responsible for operational management. SUN is an open access inclusive model of community-based facilitated group peer support for people experiencing complex emotional needs associated with complex trauma and/or a diagnosis of 'personality disorder'. The facilitated SUN groups will provide a structured, containing and supportive group environment that people with complex emotional needs can choose to access during the week, and will be delivered online and/or in person in different geographical locations across Bedfordshire and Luton.

The post holder will work collaboratively as a member of the integrated SUN team, which will include a Service Manager and Clinical SUN Facilitators employed by ELFT, and Lived Experience SUN Facilitators employed by Mind-BLMK. Full training in the SUN model, and weekly supervision by a Psychotherapist/Psychologist, will be provided for all team members. The post-holder will co-facilitate SUN peer support groups with Lived Experience SUN Facilitators, and will take the lead on working with Lived Experience co-facilitators and SUN group members to support new members to identify risks and develop effective safety plans that draw on available resources. The post-holder will also provide day-to-day support to Lived Experience Facilitators, thereby contributing to their professional development, and will assist the Service Manager in the delivery of the SUN service by working with them to organize and deliver the programme of groups across Bedfordshire and Luton.

The post holder will be required to actively participate in weekly SUN supervision and team business meetings, and will deliver presentations to teams, services and Voluntary, Community, and Social Enterprise (VCSE) organisations across primary and secondary care to promote and publicise the SUN service. The post holder will also contribute to the co-produced development of the SUN service through participation in clinical audit, service evaluation and quality improvement projects.

The post-holder will have a professional qualification in Mental Health Nursing, Social Work, Occupational Therapy or Art Therapy, and will be expected to work autonomously within professional guidelines and under the management and supervision of the SUN Service Manager. The post holder will be based at Mind-BLMK premises in Luton, and will be required to travel to sites across Bedford, Central Bedfordshire and Luton, when necessary, for the delivery of SUN groups.



KEY RESPONSIBILITIES

As a key member of a new team of Clinical and Lived Experience SUN facilitators, the post-holder will contribute to the development and delivery of a facilitated peer support SUN service across Bedfordshire and Luton. The key responsibilities include:

1. Working with the SUN service manager to organise and ensure the delivery of the programme of facilitated peer support groups in the area.
2. Delivering between 3 and 5 facilitated peer support SUN groups every week, both online and in person.
3. Co-facilitating SUN groups with Lived Experience SUN Facilitators, leading on safety plans and risk management.
4. Developing co-produced Resource and Support Plans with participants in the SUN groups, according to the service protocols.
5. Providing day-to-day support to the Lived Experience SUN facilitators employed by Mind-BLMK, our Voluntary Sector partner.
6. Promoting SUN and ensuring robust relationships and links with other community-based mental health services and service providers (for example, Primary Care Link Workers, NHS Talking Therapies, core mental health services, Crisis Resolution and Home Treatment Teams, Mental Health Street Triage).
7. Working with colleagues and SUN members to co-produce key elements of the operational arrangements of the service through member involvement.
8. Chairing team planning meetings and business meetings with support from the SUN Service Manager on a rotational basis.
9. Leading and supporting the Lived Experience SUN facilitators to plan, organise and facilitate focus groups and meetings with SUN members to further develop a truly co-produced SUN service.
10. Delivering online events, presentations (both online and in person) to widely promote and publicise the SUN service.
11. Inducting and training new staff in the SUN model.
12. Ensuring the collection of relevant data on work activities, inputting data onto SUN databases as required, and maintaining a high standard of clinical record keeping.
13. Maintaining a high standard of care in all areas of practice in accordance with the relevant professional Code of Conduct and guidelines.
14. Ensuring compliance with statutory & mandatory training.

MAIN DUTIES AND RESPONSIBILITIES

Clinical	<ul style="list-style-type: none"> • To promote positive attitudes towards people with complex emotional needs, developing mutual understanding and effective collaborative working relationships with primary care providers, mental health services and Voluntary, Community and Social Enterprise (VCSE) sector organisations. • To provide a prompt response to requests for information and advice from prospective service users and colleagues working in other services, teams and VCSE organisations, in line with agreed response times. • To provide specialist clinical co-facilitation of SUN peer support groups for people with complex emotional needs associated with traits or a diagnosis of 'personality disorder' with Lived Experience SUN Facilitators, drawing upon the SUN model which is based on coping process modification, therapeutic community ethos and culture, and psychoanalytic principles.
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	<ul style="list-style-type: none"> • To work with Lived Experience SUN Facilitators to ensure that the facilitated peer support groups are adherent to the SUN model. • To lead on assessment of risk/s and to collaboratively develop safety plans with SUN members according to service protocols. • To use highly developed communication skills to communicate with team members, service users and colleagues from other services and organisations in a skilled, sensitive, trauma-informed and appropriate manner. • To exercise autonomous professional responsibility, ensuring timely and effective communication with service users, professionals, and colleagues. • To adhere to an agreed job plan which outlines the number of facilitated peer support groups offered, and to take joint responsibility for ensuring that the SUN service remains accessible and responsive to those services users with complex emotional needs who wish to use it. • To organise, plan and prioritise own workload. • To promote the SUN model and the effective use of team clinical supervision and reflective practice. • To provide specialist advice, consultation, liaison, supervision and training to colleagues, teams, professionals, and partnership agencies working with service users with 'personality disorder' as requested and appropriate. • To be mindful of the needs of service users from a wide range of racial, cultural, sexual, religious and social backgrounds and to work with colleagues and the SUN membership to ensure equal opportunities and to develop innovative ways of addressing health inequalities. • To be responsible for developing and maintaining knowledge of local resources and developing working relationships with colleagues within the trust, as well as relevant statutory, voluntary and community groups and organisations in order to support service users' recovery and reintegration into the community.
Administration	<ul style="list-style-type: none"> • To support the SUN Manager and admin staff with day-to-day queries on emails from SUN members in line with the SUN model. • To utilise advanced keyboard skills in the maintenance of computerised records, taking minutes of business meetings, preparation of letters and reports, and for inputting data on work activities. • To ensure that minutes of facilitated group peer support meetings are accurately entered onto the electronic record system in a timely manner, in accordance with the SUN service operational policy and procedures. • To maintain the highest standards of clinical record keeping, report

	<p>writing and responsible self-governance in accordance with legislations, professional guidelines, service protocols and Trust policies and procedures. This includes: maintaining accurate and contemporaneous records of all activity, monitoring outcomes and service user experiences, and completing written reports within agreed time frames.</p> <ul style="list-style-type: none"> To produce reports, presentations, and documents using Word, PowerPoint, statistical packages, Access, and Excel as agreed and where relevant. To contribute to the development of appropriate web-based information sites and materials for the SUN service as agreed with Mind-BLMK Operational Manager and the Complex Needs Service Consultant Psychologist.
Management	<ul style="list-style-type: none"> To be accountable for own professional practice and to seek advice and supervision from line manager/supervisor where needed. To receive monthly management supervision from the SUN Service Manager. To provide professional supervision as agreed and appropriate. To support student placements, including assessments of the placement as appropriate. To assist in the support of students/visitors from other professional groups as appropriate.
Human Resources	<ul style="list-style-type: none"> To maintain professional registration (e.g. HCPC, NMC). To ensure professional practice and clinical and quality standards are maintained by complying with those set by regulatory bodies (e.g. HCPC/NMC), professional bodies, the employer, NHS England and the National Institute for Health and Care Excellence. To take responsibility for undertaking all mandatory training required by the Trust within the expected time frame. To maintain own knowledge and skills in accordance with professional regulatory requirements. To develop own knowledge and skills in group dynamics and facilitation of peer support groups. To participate in, and contribute to, SUN training and development programmes to ensure the maintenance and dissemination of the highest professional standards of practice. To participate in weekly clinical supervision in accordance with the SUN model, and professional supervision according to professional supervision requirements. To participate in the Trust appraisal processes and individual performance review, demonstrating a commitment to responding to

	<p>identified training needs and to participating in continuing professional development as agreed with the SUN Service Manager/Clinical Lead for the Complex Needs Service.</p> <ul style="list-style-type: none"> To share learning outcomes with colleagues in order to contribute to the professional development of other staff members. To work towards contributing to the development of the workforce within core mental health services in Bedfordshire and Luton through provision of co-produced training and supervision to facilitate effective working with people with complex emotional needs associated with a diagnosis of 'personality disorder'. To address all employee relations issues in accordance with Trust policies and current regulation.
Performance and Quality	<ul style="list-style-type: none"> To contribute to the provision of a safe, high quality, co-produced and effective service by operating in accordance with legislation, national and local directives and clinical practice guidelines, the Trust's policies and procedures, and the service's operational policy. To utilise training and clinical supervision to support adherent delivery of the SUN model by self and other team members. To participate in the evaluation, monitoring and co-production of the of the service's operational policies. To participate in audit, research and quality improvement projects in collaboration with service users and colleagues to develop and improve the SUN service provision. To participate in the formal evaluation of the SUN service in liaison with the SUN Service Manager, Mind-BLMK Operational Manager and Complex Needs Service Consultant Psychologist. To maintain awareness of current research and developments within own area of specialist practice, demonstrating a commitment to evidence-based practice. To complete all requirements relating to data collection, collation and dissemination within the SUN service and as required by the Trust and Mind-BLMK.
Financial and Physical Resources	<ul style="list-style-type: none"> To be responsible for the appropriate and safe use of equipment and resources within the workplace To complete expense claim forms in accordance with Trust policy.

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the postholder..



We care

We respect

We are inclusive

Statement on Employment Policies	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	<p>ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
	To maintain the confidentiality of all personal data processed by the

General Data Protection Regulation (GDPR)	<p>organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
Personal Development	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
Quality Improvement	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
Professional Standards	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
Conflict of Interests	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
Risk Management	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
Personal and Professional Development/Investors in People	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

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ACCOUNTABLE TO:	SUN Service Manager Operational Manager, Mind-BLMK Consultant Clinical Psychologist and Clinical Lead, Complex Needs Service

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTION METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Professional Qualification in Mental Health Nursing, Occupational Therapy, Arts Therapy or Social Work Current HCPC/NMC/SWE registration Willingness to undertake training in the SUN model, which is based on coping process modification, therapeutic community ethos and culture, and psychoanalytic principles. 	<ul style="list-style-type: none"> Essential 	<ul style="list-style-type: none"> S
Experience	<ul style="list-style-type: none"> Post-qualification experience of providing a range of evidence- based interventions to people with a variety of mental health problems and serious mental illness. Post-qualification experience of working with people with a diagnosis of personality disorder or traits of this that interfere with daily functioning. Post-qualification experience of risk assessment and management of people with a diagnosis or traits of 'personality disorder'. Experience of facilitating groups within a mental health setting. Experience of organising aspects of service delivery e.g. planning groups or clinics. Experience of chairing team meetings and 	<ul style="list-style-type: none"> Essential Essential Essential Essential Essential Essential 	<ul style="list-style-type: none"> S/I S/I S/I S/I S/I S/I

	<ul style="list-style-type: none"> leading on team projects. Experience of working in a co-produced way, and of actively participating in co-produced service planning and delivery. Experience, skills and ability to liaise effectively with other agencies and professionals Experience of supporting and supervising staff and students. Experience of teaching/training others 	<ul style="list-style-type: none"> Essential Essential Desirable Desirable 	<ul style="list-style-type: none"> S/I S/I S/I S/I
Knowledge and Skills	<ul style="list-style-type: none"> Knowledge and skills in delivering the SUN model. Knowledge and understanding of legislation and its implications for both clinical practice and professional management in relation to the welfare of adults with mental health difficulties and a diagnosis of 'personality disorder' and their friends/families (including children). Ability to apply an understanding of diversity, difference and rights to interactions with people with complex emotional needs associated with a diagnosis of 'personality disorder.' Knowledge of, and ability to, operate within professional and ethical guidelines. Knowledge of, and ability to work with, issues of confidentiality and consent. Knowledge of, and ability to assess, mental capacity. Ability to work collaboratively as a team member and flexibly across a service. Ability to undertake a dynamic risk assessment 	<ul style="list-style-type: none"> Desirable Essential Essential Essential Essential Essential Essential Essential 	<ul style="list-style-type: none"> S/I S/I S/I I S/I S/I S/I I

	<p>and develop a safety plan in collaboration with service users.</p> <ul style="list-style-type: none"> • Advanced knowledge and understanding of risk management practice with service users who have a diagnosis of “personality disorder”. • Excellent communication and interpersonal skills both verbal and written. • Ability to deal with highly stressful and emotive situations arising with service users and staff. • Ability to empathise in a complex, sensitive and emotional environment. • Sensitivity to and ability to deal with hostility and antagonism in a constructive, therapeutic and trauma-informed manner. • Ability to sensitively and effectively communicate complex and highly sensitive information. • Ability to effectively manage endings and service transitions which may evoke strong emotions and reactions for service users. • Ability to recognise own limits and seek appropriate support and supervision. • Ability to organise own workload effectively, prioritising a complex range of tasks and responsibilities to meet agreed deadlines. • Good IT skills and sound understanding of Word, Powerpoint, and Excel. • Good organisational skills. • Ability to collaboratively propose, plan, implement and evaluate psychological interventions and service developments • Demonstrable skills in clinical outcome evaluation, audit, research and/or clinical governance. 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential 	<ul style="list-style-type: none"> • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I
Other	<ul style="list-style-type: none"> • Non-judgmental, curious stance toward self, colleagues and service users 	<ul style="list-style-type: none"> • Essential 	<ul style="list-style-type: none"> • S/I

	<ul style="list-style-type: none"> • Warm, empathic and able to build constructive and collaborative relationships with service users, carers and colleagues • Able to adopt a respectful, culturally sensitive approach to service users, colleagues and other professionals. • Self-motivated, and able to work both independently and as part of a team/community. • Emotionally resilient and able to sensitively and effectively cope with stressful situations including staff and /or organisational challenges, child abuse, family breakdown, serious mental ill health, verbal abuse and hostility/aggression. • Able to endure prolonged periods of concentration for extended group peer support meetings. • Able to collaboratively engage service users with the SUN model. • Able to tolerate and regulate own anxiety and frustration whilst working as part of a team. • Able to support others to tolerate and manage their anxiety and frustration. • Capable of reflective practice, and able to enable other teams/individuals to engage in reflective practice. • Able to work within Professional guidelines. • Full understanding of, and commitment to, Equal Opportunities. • Ability to practice in accordance with the Code of Conduct as outlined by the relevant professional 	<ul style="list-style-type: none"> • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential • Essential 	<ul style="list-style-type: none"> • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I • S/I
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	<p>or accreditation body.</p> <ul style="list-style-type: none"> • Willingness and ability to travel between sites across Bedford, Central Bedfordshire, Luton and occasionally, London. • Driving license and access to a vehicle insured for business use. 	<ul style="list-style-type: none"> • Essential • Desirable 	<ul style="list-style-type: none"> • S/I • S/I
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S: Shortlisting I: Interview T: Test