

## TEMPLATE JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Crisis Resolution and Home Treatment Social Worker
<b>Band:</b>	Band 6
<b>Department:</b>	Haringey Crisis Resolution and Home Treatment Team
<b>Location and mobility:</b>	Your normal place of work will be St Ann's Hospital. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings, outside of the borough, as required.
<b>Accountable to:</b>	Managing Director, Haringey Division
<b>Responsible to:</b>	Team Manager

### WORKING RELATIONSHIPS:

- Service Users
- Ward/Team Staff
- Community Managers/Other HTT managers/Day Therapy Manager
- Clinical Lead Nurse
- All members of the multi-disciplinary team
- Community Mental Health Teams
- Heads of Department
- Support Services including Human Resources and Finance
- Inter-agency relationships (Police, Social Services, PALS)
- Carers/relatives/visitors
- General Practitioners

### JOB SUMMARY:

The Haringey CRHTT is an innovative and creative multi-disciplinary team, always looking to improve the service it provides to its community. As part of the government's national commitment to improving community mental health services, BEH are excited to have created a role within the Haringey CRHTT for a Social Worker post that will be solely focused on merging the strengths between mental health and local authority care, acting as an expert between fields.

The team has been accredited by the Royal College of Psychiatrist Home Treatment Accreditation Scheme (RCPsych – QNCRHTT) an award which recognises crisis teams that meet the highest standards. We focus on treating our patients with "crisis resolution" lens – attempting to enhance

everyone's personal strengths, abilities, and the support they receive from their families and peer networks. You will work as part of a welcoming and supportive team that provides mental health assessment, advice, diagnosis, treatment and care plans to patients and the families supporting them. You will be working as part of a service that responds to adults presenting with acute symptoms of mental ill health, distress, and risk presentations. You will commonly provide interventions and treatment for people presenting with co-morbid mental and physical health care needs, as well as complex biopsychosocial presentations. The team is passionate about promoting good mental health and wellbeing. We strive to use the expertise and resources within our organisation and through our partnerships, to deliver high quality services that are safe and focused on people's recovery. Our Home Treatment and Crisis service provision is a pivotal part of the acute care pathway for people with acute mental health difficulties. Your enthusiasm to provide the best quality of care could be just what we need to expand our team.

#### **MAIN TASKS AND RESPONSIBILITIES:**

To carry out Care Act assessments and support people who present with functional and/or organic mental health problems in Haringey by using community resources to meet their needs.

To apply a strengths-based approach to working with service-users and their carers providing evidence based therapeutic social work practice and skills such as motivational interviewing, trauma informed care and psychoeducation.

To provide service users and their carers with clear and intelligible information which will assist them in making informed decisions about their treatment and care

To provide effective liaison with colleagues in primary care, social services, community health and voluntary organisations and champion people's rights and entitlements in the wider mental health services.

Co-ordinate all appropriate procedures working with the doctors, nurses, therapists, Multi-Disciplinary Team (MDT), CRHTT and outside agencies ensuring that discharge plans are in place for all patients at the time of admission.

Working within an integrated multi-disciplinary environment and co-working with other teams and professions within team meetings, case conferences and professional meetings

To work with the Access and Flow bed management team and other services to identify practical help that can be provided to clients in achieving a timely discharge

To provide guidance to the rest of the team on applying the Care Act and other mental health and social care legislation and to prepare appropriate information/ referrals/reports to access community resources.

To work closely with other members of the multi-disciplinary team including psychology,

occupational therapists, nurses, support workers, medical professionals and pharmacology to ensure that the best quality of care is provided and effective use of the social care budget.

- **Key Responsibilities**

- **1) Clinical Responsibilities**

- 1.1 Assess the need for care packages, by collating information and submitting outcome focused assessment reports to the relevant funding panel and liaising with the Brokerage team .
- 1.2 Carry out complex person-centred assessments ensuring that all care offered is evidence based and all interventions take into account of physical, cultural, psychological, spiritual and age- related needs.
- 1.3 Prepare well written evidence-based reports i.e. Whether communication is routine, complex or highly complex; with examples
- 1.4 Work closely and collaboratively with other members of the OPMHT, including other services in Barnet Enfield and Haringey MH Trust, Acute Trusts and Local Authorities.
- 1.5 Build a strong partnership with voluntary sector organisations, community groups, social enterprises and blue light services.
- 1.6 Ensure sound risk assessment of all service users to inform levels of care required and which highlight risk to self and others.
- 1.7 Provide leadership on the social care agenda within the team and a good knowledge of Safeguarding Children & Adults processes and Making Safeguarding Personal.
- 1.8 Work collaboratively with the In-patient mental health wards, Discharge Intervention team, Housing and other service providers to assess peoples support needs and avoid unnecessary delays in hospital discharges.
- 1.9 Lead and participate in other statutory interventions; Mental Capacity Assessments, Best Interests meetings, Appointeeships, Court of Protection, Human Rights Assessments and where required Mental Health Act Assessments.
- 1.10 Ensure that people are safely discharged from hospital and there are no avoidable delays.
- 1.11 Support and advocate for service-users when they apply for Universal Credit, Housing Benefit and signpost to charitable organisations.

- 1.12 Maintain clear, unambiguous and contemporaneous written clinical records on all service users in accordance with relevant professional standards and Trust policies, ensuring that confidentiality is kept at all times.
- 1.13 Keep informed of research and the latest developments / guidance in the provision of mental health care.
- 1.14 Contribute to clinical audit and outcome measures with the support of the MDT and and participate in research.

## **2) Educational Responsibilities**

- 1) To advise others as to the role and practices of the CRHTT.
- 2) To remain up-to-date concerning relevant clinical, social and legal issues. To be aware of relevant research findings and assist the CRHTT Team Manager in the development of the Service in incorporating evidence-based practice.
- 3) To attend training to meet individual professional development and general service needs, as defined through supervision with the CRHTT Team Manager.
- 4) To actively participate in the development and delivery of a teaching programme for trainee professionals and team members as need is identified.

## **3) Management Responsibilities**

- 1) To deputise for senior CRHTT staff as required.
  - 2) To assist the CRHTT manager in ensuring the Team is adequately resourced and staffed and that the Team is able to provide comprehensive service to service users. This includes planning and maintaining a European Working Time Directive-compliant 24-hour rota, in line with service needs.
  - 3) To participate in the collation, analysis and dissemination of statistics relating to the activity of the service and plan against service targets.
  - 4) The post holder will positively promote flexibility and integration within the team and between the CRHTT and other teams and services.
  - 5) To provide high quality clinical supervision for junior staff adhering to local and national guidelines, and participate in different forms of supervision provided in the team structure
- Policy Development

## **4) Professional Responsibilities**

- 1) To maintain client records, care plans and other documentation in line with Trust, Home Treatment Service and policies
- 2) To be aware of and comply at all times with relevant mental health and work related legislation
- 3) To comply at all times with the HPC Code of Professional Conduct and maintain current registration
- 4) To maintain an accurate diary of work activities and enter this into existing computer data systems as required by Trust policies.

5) To participate in line management and clinical / professional supervision as defined by the Trust supervision policy and the CRHTT operational policy and to provide clinical supervision to members of the team as per operational policies

6) To be conversant with and adhere to relevant Trust and Home CRHTT policies and procedures. This job description gives a general outline of the post and it is not intended to be inflexible or a final list of duties. It may therefore be amended from time to time in consultation with the post holder

**To be noted:**

- **This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.**
- **This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.**
- **The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.**

## **JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES**

### **MOBILITY**

As an employee of this organisation you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

### **HEALTH and SAFETY**

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

### **INFECTION CONTROL**

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

### **RISK MANAGEMENT**

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

### **HEALTH PROMOTION**

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local polices that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

### **FLEXIBLE WORKING**

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered

### **SMOKING**

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

### **EQUAL OPPORTUNITIES**

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

### **POLICIES AND PROCEDURES**

All employees, at all times are subject to the policies and procedures of this Organisation.

### **SAFEGUARDING CHILDREN & VULNERABLE ADULTS**

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

### **DATA PROTECTION**

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

### **CONFIDENTIALITY**

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the seven information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Everyone must justify the purpose(s) for which patient-identifiable information is used
2. Do not use patient-identifiable information unless it is absolutely necessary
3. Only use the minimum necessary for the purpose
4. Access to patient-identifiable information should be on a strict “need to know” basis
5. Everyone with access to patient-identifiable information should be aware of their responsibilities
6. Everyone with access to patient identifiable information should understand and comply with Data Protection and Security legislation
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

### **STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT**

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation’s Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

### **MANDATORY TRAINING**

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

### **SATISFACTORY CLEARANCES**

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

### **PROFESSIONAL REGISTRATION**

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

## **ADDITIONAL CLAUSE FOR ALL MANAGERS**

### **RISK MANAGEMENT**

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

## **ADDITIONAL INFORMATION FOR ALL STAFF**

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

## **BEH-MHT VISION AND VALUES**

### **Our vision**

Our vision is embedded within our clinical strategy. We want to help people live, love, do.

- Live - A safe and secure place to call home
- Love - Re-building relationships which may have broken down during a period of illness
- Do - Help people to find a meaningful activity - that may be getting back into employment or further education

### **Our values**

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together

## NHS VALUES

**It is recommended that where possible the NHS values below are reflected in job descriptions.** Please go to the NHS Confederation website for further information [www.nhsconfed.org](http://www.nhsconfed.org)

### RESPECT AND DIGNITY

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

### COMMITMENT TO QUALITY OF CARE

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

### COMPASSION

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

#### Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

### WORKING TOGETHER FOR PATIENTS

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

### EVERYONE COUNTS

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

### DIGNITY AT WORK STATEMENT

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

**PERSON SPECIFICATION**

**GENERAL INFORMATION**

**Job Title:** Haringey CRHTT Social Worker

**Band:** Band 6

**Department:** Haringey Crisis Resolution and Home Treatment Team

A person specification should comprise of a list of attributes required of the role. Essential criteria are those without which, the post holder would be unable to adequately perform the job. Desirable criteria are those that may enable the candidate to perform better or require a shorter orientation period. You should not include any reference to numbers of years' experience unless justified.

<b>REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>Assessment Type Interview (I) /Test (T) /Application (A)</b>
<b>EDUCATION AND QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• HCPC registered Social worker</li> <li>• BSc (Hons) in Social Work</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of other Post Qualifying education</li> </ul>	A/I
<b>EXPERIENCE AND KNOWLEDGE</b>	<p>Post- registration experience.</p> <p>Evidence of continuing professional development.</p> <p>Experience in using a range of statutory Social Work assessments</p> <p>High level knowledge of concepts of Social Work and models of practice.</p> <p>Clear and practical knowledge of social</p>	<p>Experience of working with acute inpatients and/or community areas, working with people going through a mental health crisis.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	work legislation. E.G. Care Act / Human Rights Act / Homelessness Reduction Act / Mental Health Act		A/I
<b>SKILLS AND ABILITIES</b>	<p>Leadership Skills</p> <p>Organisational skills Able to communicate effectively within a multi- professional team.</p> <p>Decision making skills Confidence to work autonomously in the community and use own initiative.</p> <p>Ability to work well in a team setting. Understanding of legal framework and social factors involved in community care.</p> <p>Good IT skills Sensitive to cultural, dynamic and diverse needs</p> <p>Good assessment skills</p>	Experience of risk assessment/management in an acute and/or community setting.	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
<b>PERSONAL QUALITIES</b>	Should include team working, interpersonal skills and written and verbal skills, importance of a positive “can do” attitude and a positive attitude to change promote positive approaches to		<b>A/I</b>

	implementing changes according to service and client need.		
<b>OTHER REQUIREMENTS</b>	Ability to work flexibly according to client/service needs.		A/I
	Receptive to changing environments and an ability to remain calm in difficult situations.		A/I
	Attention to detail. Ability to think creatively.		A/I
	Ability to travel across a geographical area and various locations within the Trust (driving license + own vehicle)		A/I
	Ability to work effectively in the community		A/I
	Willingness to be flexible in working hours		A/I

