

PROGRESS *your* CAREER



**Principal Clinical/Counselling Psychologist for
Homeless Hostels
Band 8B**

Job Description and Person Specification

Job Description

JOB TITLE: Principal Clinical / Counselling Psychologist for Homelessness Hostels service

BAND: 8B

WTE: 0.5 WTE

RESPONSIBLE TO:

Operationally: Deputy Director for Psychological Professions – Waltham Forest
Associate Director for Mental Health Waltham Forest
Clinical and Professional: Directorate Lead for Psychological Professions – Waltham Forest

KEY RELATIONSHIPS:

Internal	External
<p>Own Team</p> <p>Line Manager</p> <p>Waltham Forest Leadership Team</p> <p>Psychological professionals across the Waltham Forest borough</p> <p>GP Homelessness lead and other clinicians working with this client group in WF</p> <p>Rough sleepers team</p> <p>Expert by experience groups in NELFT</p> <p>Trust-wide psychological professionals</p> <p>Mental health and wellness teams in WF</p> <p>Primary Care colleagues Strategic and Clinical leads Pathway Leads.</p> <p>Line Manager</p> <p>Professional leads for Mental Health Services</p> <p>Homelessness services in NEL</p>	<p>Providers of services to people experiencing Homelessness in WF</p> <p>GP</p> <p>Integrated Care Systems</p> <p>National, London/Essex-wide professional networks</p> <p>Expert by experience groups</p> <p>Relevant national professional bodies and universities</p> <p>Third sector organisations</p> <p>Local providers of Substance misuse services</p>

Fellow professional leads within the Trust Lead psychologists, psychotherapists, family therapists Associate Medical Directors, Integrated Care Directors and Assistant Directors Senior Managers	
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The purpose of this job description is to outline the level of responsibility and accountability of this post. This will ensure that all work undertaken by our staff is clearly identified and carried out under clear lines of accountability.

Aim of the role:

Supporting local homeless hostels in Waltham Forest to provide Psychologically Informed Environments.

The post holder will primarily be involved in partnership working with local hostels, but will also work in liaison with various stakeholders in the system, e.g. LBWF, housing associations, GPs, primary and secondary care mental health services, and local CVSEs.

The post holder will work with VCSE partners to support and facilitate access to psychological therapy for homeless people and will work with the psychology leads to ensure pathways into psychological therapies do not exclude people because of their housing status.

The post holder will be expected to support their team, department and organisation to achieve the Trust's Values in their day to day work.

These are the 5P's:

- Putting people first
- Prioritising quality
- Being progressive, innovative and continually improve
- Being professional and honest
- Promoting what is possible – independence, opportunity and choice

The post holder will achieve this by:

- Providing operational leadership to more junior colleagues in the Homelessness service and represent psychology at senior levels within the directorate.
- Providing clinical leadership and high quality clinical supervision to colleagues working with homeless individuals who are experiencing mental health difficulties.
- To provide consultation and supervision to local providers of homelessness services in the borough.

- To provide specialist consultation and clinical input to complex cases experiencing homelessness across the directorate, as appropriate and as agreed with the Directorate Lead for Psychological Professions.
- Ensuring more junior colleagues (such as Assistant Psychologists, CAPS and newly qualified psychological colleagues) are working to a clear job plan and are receiving the operational and clinical supervision they require.
- Working in close collaboration with other psychology services to ensure a smooth pathway for service-users and their families.
- Being responsible for assessment, treatment and systematic outcome measurement for service users experiencing homelessness.
- Ensuring that a high quality, timely, accessible and evidence-based psychological service is available to all service users who need it.
- Establishing and maintaining excellent working relationships with wider mental health services (e.g. Community Recovery Teams, Community Clinics) and services of all inpatient wards and home treatment teams.
- Ensuring adherence to best practice and evidence based psychological treatments by all clinical staff within the area of homelessness.
- Leading in consultation, supervision, teaching and training of staff working with homelessness and playing a key role in audit and evaluation.
- Leading the homelessness offer in line with national best practice, NICE guidance and in line with expectations from professionals across the Trust and other agencies (including the Integrated Care System).
- Supporting senior directorate members and the Integrated Care Director (ICD) and Directorate Lead for Psychological Professions in evaluating the impact of any investment in the psychology service and providing relevant outcomes with regards to this investment (in collaboration with the ICD).
- Leading on the delivery of specialist psychological assessment, intervention and support service for service users experiencing homelessness.
- Auditing and evaluating the homelessness offer. This will include reviewing people who do not engage with the service, and those who drop out, to identify ways of ensuring that the service is accessible, responsive to diverse needs and is addressing known health inequalities.

- Leading on the provision of expert advice, consultation and support to the directorate and to community recovery and wider psychological services, who are referring clients.
- Participating in directorate meetings as delegated by the Integrated Care Director.
- Working autonomously within professional guidelines and within the overall framework of policies and procedures of the Trust.
- Providing specialist psychological assessments of service users, using interview, formal psychometric and other assessment methods as appropriate.
- Exercising autonomous professional responsibility for the psychological assessment and treatment of service users in accordance with the policies of the services.
- Providing specialist psychological advice, guidance and consultation to other professionals, to assist in the formulation, diagnosis and treatment of service users.
- Producing professional communications in a skilled and sensitive manner concerning the assessment, formulation and treatment plans of service users and their carers.
- Communicating with other health and social care staff, from a range of agencies, in the care provided to service users as necessary.
- Developing and maintaining relationships including consultation to relevant user groups and other organisations.
- Attending relevant meetings in order to provide a resource on psychological factors for other team members, and through consultation and advice, lead the psychological dimension of the pathway.
- Using a broad theoretical knowledge base and specialist clinical skills to develop and support the psychological skills of practitioners via the development and delivery of teaching, training, supervision, support and consultation.
- Developing and maintaining a knowledge of local resources, and developing working relations with relevant statutory, voluntary and community groups, and organisations.
- Managing staff the homelessness psychology service This will include day-to-day operational management guidance and support to the team including;

supervision, performance management, monitoring service delivery and providing clinical leadership.

- Managing clinical resources within the service, highlighting solutions to capacity and proactively advising the leadership team where there are capacity problems.
- Advising the leadership team and the Head of Adult Psychological Services on those aspects of the service where psychological and/or organisational matters need addressing.
- Recruiting qualified staff, trainees and / or assistant psychologists and managing their workloads within the framework of the Trust's policies and procedures.
- Ensuring that staff within the service work towards and maintain the Trust's key performance indicators, agreed commissioner targets and other local and national guidance.
- Ensuring that best practice in assessment, risk assessment and care planning is adhered to at all times by staff within the specialist care pathway.
- Ensuring the development and maintenance of the highest personal standards of practice, through active participation in internal and external CPD training and development programmes, in consultation with the post holder's professional and service manager.
- Maintaining the highest standards of clinical record keeping including electronic data entry and recording, report writing and the responsible exercise of professional self governance.

Key Responsibilities:

1. To be responsible for organising and prioritising own and others workload in the day to day allocation of work.
2. To deputise when required in the team managers absence and delegate appropriately to health care assistants.
3. To have organisational knowledge relating to Trust protocols and procedures and adhere to them, particularly administration of medicine and moving and handling.
4. To be responsible for providing accurate records of information required by the Trust for audit purposes.
5. To ensure effective risk management at team level by accident/incident reporting, assessing and controlling risk and ensuring residual risks are added to the Trust register.

Leadership

1. To participate in the development of an effective team and the development of productive working relationships throughout the Trust.
2. To actively promote integrated health professional working internally and externally.
3. To facilitate the development of a positive and 'supportive' team culture by taking responsibility for dealing effectively with potential conflict.
4. To take an active interest in working parties and groups within the Trust to develop and improve on service delivery, protocols and guidelines.
5. To participate in the audit process, linking in with the clinical governance agenda.
6. To advise, encourage and share knowledge utilising the latest research and practice development, through literature and peer reviews.

Clinical Skills

1. To act as an autonomous, registered practitioner who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct and Trust guidelines and protocols.
2. The post holder will have professional HCPC registration.
3. Further professional knowledge will have been gained through accredited courses workshops, study and in house training programmes.
4. To be responsible, and accountable, for service delivery to clients/patients and their carers.
5. To be able to assess and develop plans of care to meet the complex needs of patients with early psychosis. This includes chronic, acute and palliative care within own competencies, recognising own limitations and seeking advice when necessary. This will include continuously evaluating and acting on outcomes.
6. To be able to initiate referrals to other health professional specialist services and agencies.
7. To provide patients and relatives with information and education thus ensuring they have meaningful choices that promote dignity, independence and quality of life.
8. To ensure practice is supported by research, evidence based practice, literature and peer review.

Computer/Administration

1. To be computer literate and encourage implementation of the Trust's IM&T Strategy.
2. To ensure accurate recording of actions, and updating patient's records, maintaining confidentiality at all times.
3. To take part, and assist, in the planning and administration relating to day to day running of the caseload.

Communication

1. To have a wide range of knowledge in approaches to communicating and managing patient care.

2. To be able to effectively communicate with colleagues, peers, senior managers and clinical leads within the Trust.
3. To be able to communicate complex patient related information facilitating positive outcomes and ensuring collaborative working.
4. Participate in the review and development of clinical policies and identifies improvements to service provision.

Training

1. To act as mentor to students, providing effective education, facilitating their development and promoting high standards of nursing care.
2. Ensure students are actively supported to enable them to achieve their learning needs.
3. To ensure own continued professional development and support a culture of lifelong learning in self and others.
4. To undertake, and assist, in the planning of own mandatory training and workshops.
5. To undertake a regular appraisal, developing a personal development plan that includes clinical competencies reflecting the health needs of the local population and relates to Trust strategy.
6. To support new staff and their integration within the team.
7. To support training as part of the role including changes to professional development and implementation of new policies and guidelines.

Computer/Administration

To be computer literate and encourage implementation of the Trust's IM&T Strategy.

Additional Information

Additional information about protocols and guidelines while working at NELFT are outlined in [this document](#).

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) and subsequently published regulations to ensure that the Trust's Health and Safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

Each staff member has a duty to take personal responsibility for the prevention and control of infection, in accordance with Trust Infection Prevention and Control Policies, which reflect the statutory requirements of the Health Act 2006 – Code of Practice for the Prevention and Control of Healthcare Associated Infection. They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

You will be responsible for adopting the Risk Management Culture and ensuring that you identify and assess all risks to your systems, processes and environment and report such risks for inclusion within the Trust Risk Register. You will also attend mandatory and statutory training, report all incidents/accidents including near misses and report unsafe occurrences as laid down within the Trust Incidents.

Safeguarding Children and vulnerable adults

North East London NHS Foundation Trust (NELFT) is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults and families in their care. Staff are required to comply with Trust policies on Safeguarding.

Standards of Business Conduct & Conflict of Interest

The NHS Code of Conduct and Standards of Business conduct for NHS Staff require all employees to declare all situations where you or a close relative or associate has a controlling interests in a business [such as a private company, public organisation or other NHS or voluntary organisation] or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. All such interests must be declared in the Trust's register of interests either on appointment or when such interests are gained.

As an employee you are required to make yourself aware of and adhere to the Trust's governance policies, such as Standing Orders and Standing Financial Instructions.

Sustainability

All staff has a responsibility for delivering high quality healthcare in a low carbon environment, where energy is used wisely and not wasted. It is the responsibility of all staff to minimise the Trust's environmental impact by recycling where possible, switching off lights, computers, monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

It is the Trust's policy to promote health. Smoking, therefore, is actively discouraged. It is illegal within the Trust buildings and vehicles.

Codes of Conduct

North East London NHS Foundation Trust (NELFT) requires the highest standards of personal and professional conduct from all of its employees. All employees must comply with the Code of Professional Conduct appropriate to their professional governing body.

As an NHS employee, you are required to observe the following principles:

- Make the care and safety of patients my first concern and act to protect them from risk;
- Respect the public, patients, relatives, carers, NHS staff and partners in other agencies; □ Be honest and act with integrity;
- Accept responsibility for my own work and the proper performance of the people I manage;

- Show my commitment to working as a team member of working with all my colleagues in the NHS and the wider community;
- Take responsibility for my own and continuous learning and development

Data Protection

Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed. It is the responsibility of all staff whose jobs requires them to record information in Trust Computer systems (e. g RIO and ESR) to ensure that the data entered into these systems is of high data quality and that information is recorded correctly and in a timely manner. Failure to adhere to this requirement could be considered a disciplinary matter

Information Security and Confidentiality

All employees are required to observe the strictest confidence with regard to any patient/client information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees are required to observe the strictest confidence regarding any information relating to the work of the Trust and its employees.

You are required not to disclose any confidential information either during or after your employment with the Trust, other than in accordance with the relevant professional codes.

All person identifiable information must be held in the strictest confidence and should be disclosed only to authorised people in accordance with NHS Confidentiality Guidelines [Caldicott] and the Data Protection Act 1998 unless explicit written consent has been given by the person identified, or where information sharing protocols exist.

Failure to comply with these regulations whilst in the employment of the Trust could result in action being taken under the Trust Disciplinary Policy and Procedure.

Key Performance Indicators (KPI) and Objectives

Each individual and service will be set KPIs and achievement against these will be regularly reviewed. Performance against individual and service KPI's will be routinely monitored by your manager.

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

Other Duties

There may be a requirement to undertake other duties as may reasonably be required to support the Trust. These may be based at other Trust managed locations.

Date last reviewed: 1st April 2015

Date to be reviewed: April 2022

Job evaluation reference number:

Person Specification

Please note if you do not meet all the criteria listed in the person specification, we encourage you to still apply and development needs can be discussed at the interview.

Demonstration of Trust Values	Essential	Desirable	Measurement
<ul style="list-style-type: none"> Putting people first Prioritising quality Being progressive, innovative, and continually improve Being professional and honest Promoting what is possible, independence, opportunity, and choice 	✓		Application Form Interview Assessment

Qualifications	Essential	Desirable	Measurement
NVQ level 2 or equivalent standard of literacy and numeracy	✓		Application Form Interview Assessment
<p>Post-graduate doctoral level qualification in clinical or counselling psychology</p> <p>Additional specialist post-graduate training relevant to the population (e.g. CBTp, CBT for PTSD, CAT, DBT, MBT, substance misuse, Motivational Interviewing etc)</p> <p>Additional specialist training in trauma focussed interventions (e.g. Narrative Exposure Therapy,</p>	✓		Application Form Interview Assessment

EMDR, Substance misuse, trauma...)			
Professional registration with the appropriate body (e.g. HCPC)			

Experience	Essential	Desirable	Measurement
Experience of working with hard to engage populations and familiarity with principles of assertive outreach	✓		Application Form Interview Assessment
Experience of working with high levels of risk and severe mental health difficulties.	✓		Application Form Interview Assessment
The ability to represent a psychological perspective with key stakeholders and local multidisciplinary teams and within the directorate.	✓		Application Form Interview Assessment
Experience of applying NICE compliant therapies relevant to the target population	✓		Application Form Interview Assessment
Substantial post qualification experience of supervising other staff. psychologists and other professions.	✓		Application Form Interview Assessment
Post qualification experience of teaching, training and consultation to psychology and non-psychology colleagues and stakeholders	✓		Application Form Interview Assessment

An ability to communicate complex and difficult information with sensitivity, empathy and reassurance.	✓		Application Form Interview Assessment
Excellent written and verbal communication skills, including the preparation of highly complex clinical reports and assessments.	✓		Application Form Interview Assessment
To have a wide range of analytical and judgemental skills in order to ensure complex conditions and situations can be managed appropriately.	✓		Application Form Interview Assessment
Extensive knowledge and experience with working with safeguarding issues, issues concerning forensic risk and highly complex mental health problems.	✓		Application Form Interview Assessment
Knowledge of research, design and methodology	✓		Application Form Interview Assessment
Experience of working in a multicultural context	✓		Application Form Interview Assessment
Experience of leading initiatives addressing inequalities	✓		Application Form Interview Assessment

Knowledge	Essential	Desirable	Measurement
An awareness of NHS priorities	✓		Application Form Interview
Expert knowledge of evidence based psychological treatments relevant to this population (e.g. trauma interventions, addictions interventions, MBT, DBT etc).	✓		Application Form Interview
Knowledge of community psychology principles and ability to apply this with under-represented and marginalised populations and communities	✓		Application Form Interview
A thorough knowledge of evidence based clinical practice and a commitment to keeping abreast of new evidence based practice developments in psychology	✓		Application Form Interview
Well-developed knowledge and skills in the use of complex methods of psychological assessment, intervention and management.	✓		Application Form Interview
Well-developed skills in the ability to communicate effectively, orally and in	✓		Application Form Interview

writing, complex, highly technical and/or clinically sensitive information to clients, their families, carers			
Skills in providing consultation to other professional, non-professional other professional colleagues both within and outside the NHS.	✓		Application Form Interview
Knowledge of research methodology, research design and data analysis	✓		Application Form Interview
Evidence of being able to use computers to a good standard, including the use of Word, Excel & Power point presentations.	✓		Application Form Interview

Skills	Essential	Desirable	Measurement
Basic awareness of IT and IT skills		✓	Application Form Interview
An ability to work autonomously, setting appropriate goals, in accordance with professional ethics guidelines and Trust policies.		✓	Application Form Interview
Ability to concentrate		✓	Application Form

on a regular basis for long periods of time whilst sitting in a confined / constrained position.			Interview
Ability to manage working in situations conflict and with multiple sources of stress.	✓		Application Form Interview Assessment

Other	Essential	Desirable	Measurement
To be able to travel efficiently throughout the area	✓		Application Form Interview
To be aware and demonstrate the Trust Values	✓		Application Form Interview
Record of having published in either peer reviewed or academic or professional journals and/or books		✓	Application Form Interview
Research interests in relevant area: trauma, addressing inequalities, homelessness		✓	Application Form Interview