

JOB DESCRIPTION

JOB DESCRIPTION JOB TITLE:	Clinical Lead Social Worker
BAND:	Band 6
DEPARTMENT:	City and Hackney Crisis Resolution Service
DIRECTORATE:	City and Hackney
REPORTING TO:	Clinical Lead Social Worker
ACCOUNTABLE TO:	Team Manager/Operational Lead
JOB SUMMARY	
<p>The post holder with other members of the multi-disciplinary team will be undertaking clinical work within the scope of the service delivered by the City & Hackney Crisis Resolution Service, which consists of the Home Treatment Team, Crisis Line, Urgent Assessment Team and Street Triage. The social worker will be completing holistic assessments of needs, mental state examination, risk assessments as well as other specific assessments, especially care and support needs assessments according to Care Act 2014 and carers assessments.</p> <p>The social worker will be providing the multi-disciplinary team with the advice on all matters/issues related to the social needs, especially social care needs and will be a champion of the social model of intervention within the crisis resolution services and will ensure that the social factors contributing towards the mental health crisis are recognised and addressed as far as possible.</p> <p>The social worker will be supporting the Clinical Lead Social Worker with all areas of their clinical work related to the safeguarding adults and children as well as wider social needs of the clients and their carers supported by the Crisis Resolution Services.</p> <p>The post holder will act especially as a lead enquirer, when instructed by the Safeguarding Adults Manager, and will undertake safeguarding adults enquiries.</p> <p>The successful candidate will be working 37 hours a week on the rota over the 7 days a week, including night shifts.</p>	
KEY RESPONSIBILITIES	
<p>This is primarily a clinical position (see details below) involving the assessment of the mental health needs for clients in the community and acute wards, managing and shift coordinating.</p> <p>Post holder should be able to work autonomously and must demonstrate a high level of expertise as a both mental health and social care (safeguarding) practitioner.</p> <p>The post holder will be expected to comply with all policies and guidelines as per ELFT standards together with those of their professional body.</p>	
MAIN DUTIES AND RESPONSIBILITIES	
Patient Care	<p>To provide clients and carers presenting to the crisis service with a comprehensive multidisciplinary range of acute care and crisis interventions including rapid response, psychosocial and mental state assessments and social systems orientated interventions.</p> <p>Assess and decide if further medical assessment is necessarily and</p>

	<p>discharge from the service where appropriate.</p> <p>Undertake care and support needs assessments as well as carers assessments and develop care and support plans in line with Care Act 2014 and Statutory Guidance as well as other relevant legislation.</p> <p>Undertake safeguarding investigations as a lead enquirer in line with the Care Act 2014 and other relevant legislation.</p> <p>Develop social intervention jointly with other members of the MDT and supervise their implementation by the support workers/peer support worker.</p>
Clinical	<p>Complete holistic assessments of needs, mental state examination, risk assessments and develop management plans of clients referred to the Crisis Resolution Service, including telephone assessment of clients who contacted the Crisis Line or who were referred to the Urgent Assessment Team;</p> <p>Undertake assessments of patients in the inpatient setting for their suitability for the Home Treatment Team intervention to facilitate early discharges from the ward or the leave;</p> <p>Complete regular home visits to clients to supervise medication compliance, review their mental state, complete risks assessments and review and develop daily management plans in collaboration with other members of the multi-disciplinary team;</p> <p>Provide the clients and carers contacting the Crisis Line with emotional support and be able to manage the crisis they present with over the phone in a safely manner and if not possible make to be able to make a clinical decision based on risks to request attendance of the emergency services or direct clients to the A&E departments or the Crisis Hub;</p> <p>To undertake care and support needs assessments as well as carers assessments and develop care and support plans in line with Care Act 2014 and Statutory Guidance as well as other relevant legislation;</p> <p>To undertake safeguarding investigations as a lead enquirer in line with the Care Act 2014 and other relevant legislation;</p> <p>To develop social intervention jointly with other members of the MDT and supervise their implementation by the support workers/peer support worker;</p> <p>To champion social perspective in multi-disciplinary team to balance the medical approach.</p> <p>To provide the professional advice and support on matters/issues related to any social needs, including social care needs, housing and homelessness,</p>

	<p>benefits, carers needs, no recourse to public funds, immigration status, community engagement and social inclusion, spiritual needs of clients supported by the Crisis Resolution Service and their carers;</p> <p>To ensure effective communication is maintained with MDT members, clients and carers through verbal and written channels.</p> <p>To manage unpredictable situations as they arise and ensure resolution is effective and in line with relevant policy guidance.</p> <p>To attend on behalf of the Clinical Lead Social Worker, various multi-agency meetings and represent the Trust and the service, especially MARAC as well as necessary adults and children safeguarding strategy discussions, child protection conferences, children in need meetings and core groups, LAC reviews, LADO meetings;</p> <p>To engage in regular management supervision provided by your line manager, professional supervision provided by the Clinical Lead Social Worker (if not your line manager);</p> <p>To be able to manage distressing and challenging situations in a sensitive and non-threatening way to reduce anxieties and promote effective resolutions;</p> <p>To be able to demonstrate empathy and compassion in each intervention and contact with service users and carers to create a therapeutic partnership which promotes recovery;</p> <p>To be able to manage frequent stressful events in the workplace eg. aggressive outbursts by clients, ensuring these are managed appropriately and available support networks are used;</p> <p>To be able to self-regulate emotionally;</p> <p>To be able to maintain professional boundaries at all times.</p>
Management	<p>Act within the framework and guidelines issued by the Social Work England;</p> <p>Utilising existing support structures;</p> <p>Ensuring at all times resources (human and supplies) are maintained to ensure the smooth functioning of the clinical area within the allocated budget;</p> <p>Deputise and represent the service and Trust as and when required;</p> <p>Assisting in the investigation of matters pertaining to untoward incidents and complaints;</p>

	Supervise junior staff members (support workers and peers support workers).
Performance and Quality	<p>To participate in regular professional and management supervision</p> <p>To engage and contribute to the borough and trust-wide working groups, networks and projects, especially Hackney Social Work Forum;</p> <p>To engage in the quality improvement projects run within the service and involving the services, especially adults safeguarding systems across the division;</p> <p>To maintain continuing professional development, engage in yearly appraisals and maintain CPD portfolio according to the Social Work England requirements;</p> <p>To maintain up to date knowledge regarding relevant legislation, national and local policy framework as well as most recent research evidence base relevant regarding crisis intervention in its broad sense;</p> <p>To contribute to development of the annual internal training programme;</p> <p>To deliver internal training session related to the field of social care and social work.</p>
KNOWLEDGE AND SKILLS	
Knowledge, Training and Experience	<p>Relevant social worker degree/masters and current registration with Social Work England</p> <p>Level 3 Adults Safeguarding Training</p> <p>Level 3 Children Safeguarding Training</p> <p>No Recourse to Public Funds Training</p> <p>Minimum 2 years' experience of work in the field of adult social care and adults safeguarding with experience of:</p> <ul style="list-style-type: none"> • undertaking adults safeguarding enquiries and developing safeguarding protection plans; • undertaking care and support needs assessments, • developing care and support plans; • undertaking carers assessment and developing carers support plans; • completing DASH/RIC assessments and making referrals to MARAC for

	<p>victims of domestic violence;</p> <ul style="list-style-type: none"> • supporting clients at risk of homelessness/homeless with engagement with the relevant housing authorities and charities to address their housing needs; • court work especially completing court statements and giving evidence in the proceedings in the Court of Protection and First-tier Tribunal (Mental Health); • discharge planning from the medical wards and/or mental health inpatient units.
Communication and Relationships	<p>Maintain confidentiality of staff and clients data in line with the provisions of the Data Protection Act and internal Trust's policies.</p> <p>Liaise with other areas of the Trust where necessary</p> <p>Provide support to all team members to ensure the smooth running of the service.</p> <p>Under the Health and 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. This includes cooperating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.</p> <p>To comply and promote the Trust's equal opportunities policy and to avoid any behaviour which discriminates against colleagues, potential employees, patients/clients and carers on the grounds of sex, sexual orientation, marital status, age, colour, nationality, ethnic or national origins, religion or disability.</p> <p>This job description is an outline only of the duties to be performed and will be reviewed and altered in light of the changing needs of the service.</p>

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 post holder.

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 Harassment and Bullying 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 Smoke free Trust – this means that staff must be smoke free 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 one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.
Confidentiality	As an employee of the Trust the post-holder may have access to confidential information. The post holder 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

	<p>unauthorized 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>
Data Protection Act Data Protection – Your Data	<p>To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</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>
Clinical Governance	<p>As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care.</p> <p>You must do this by:</p> <ul style="list-style-type: none"> • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional	<p>To maintain standards as set by professional regulatory bodies as</p>

Standards	appropriate.
Conflict of Interests	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.
Risk Management	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.
Personal and Professional Development/Investors in People	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.
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:</p> <ul style="list-style-type: none"> • 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. • 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

PERSON SPECIFICATION JOB TITLE:		Mental Health Practitioner –Social Work	
BAND:		Band 6	
DEPARTMENT:		City and Hackney Crisis Service	
DIRECTORATE:		City and Hackney	
REPORTING TO:		Team manager	
ACCOUNTABLE TO:		Team manager	
PERSONAL SPECIFICATION			
ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD

			(A/I/T)
Education / Qualification / Training	Relevant social worker degree/masters and current registration with Social Work England	E	A
	Level 3 Adults Safeguarding Training	E	A
	Level 3 Children Safeguarding Training	E	A
Experience	Minimum 2 years' experience of work in the field of adult social care and adults safeguarding with experience of:	E	A
	Experience of undertaking adults safeguarding enquiries and developing safeguarding protection plans;	E	A/I
	Experience of undertaking care and support needs assessments according to Care Act 2014	E	A/I
	Experience of developing care and support plans;	E	A/I
	Experience of undertaking carers assessment and developing carers support plans;	E	A/I
	Experience of completing DASH/RIC assessment and making referrals to MARAC for victims of domestic violence;	E	A/I
	Experience of supporting clients at risk of homelessness/homeless with engagement with the relevant housing authorities and charities to address their housing needs;	E	A/I
	Experience of discharge planning from the medical wards and/or mental health inpatient units.	D	A/I
	Evidence of continual professional development	E	A
	Experience working in within a rapid response service	D	A/I
	Experience of crisis management and autonomous working	E	A/I
	Post qualification experience of working with people with acute mental health disorders and/or learning disabilities	E	A/I
	Experience of working as part of a multi-disciplinary team	E	A/I

	Ability to communicate effectively and sensitively both verbally and in writing to service users, colleagues, statutory and voluntary agencies about a range of complex issues	E	A/I
	Ability to provide structure and focused supervision for the junior staff and manage the performance of staff supervised to ensure that local and national standards are met and where necessary address any deficiencies.	E	A/I
	Ability to organize own workload, to work effectively under pressure and demonstrate good liaison and good recording skills.	E	A/I
	Ability to be innovative and creative in daily practice to maximise the resources available both internally and in the community	E	A/I
	Excellent It skills especially ability to use Microsoft Office package, online clinical records keeping systems (suchs as RiO, MOSAIC, etc.)	E	A/I
Knowledge	Very good working knowledge of the relevant legislative and policy framework, especially Care Act 2014 and Statutory Guidance, Mental Capacity Act 2005 and Code of Practice, Mental Health Act 1983/2007 and the Code of Practice, Modern Slavery Act 2015, Female Genital Mutilation Act 2003, Forced Marriage (Civil Protection) Act 2007, Housing Act 1996, Homelessness Reduction Act 2017 and Homelessness Code of Guidance, Anti-Social Behaviour, Crime and Policing Act 2014, Sexual Offences Act 2003, Domestic Violence, Crime and Victims Act 2004 and the Code of Practice for Victims of Crime 2015, Counter-Terrorism and Security Act 2015 and the Prevent Duty Guidance (2019), Safeguarding Vulnerable Groups Act 2006, Data Protection Act 2018, Human Rights Act 1998 , Children Act 1989, Working Together to Safeguarding Children 2020, Children Act 2004, Children and Families Act 2014 and Special Education Needs and Disability	E	A/I

	Code of Practice, Keeping Children Safe in Education 2018		
	Very good working knowledge of the regional and local policy framework in relation to children and adults safeguarding especially any current Pan-London policy and procedures as well as local policies issued by London Borough of Hackney and the City of London	E	A/I
	Knowledge of mental health disorders, their symptoms and treatment pathways.	E	A/I
	Good understanding of common physical health issues, learning disabilities and mental health problems with an organic origin.	D	A/I
	Excellent knowledge based regarding social work models of intervention and evidence-based underpinning it, especially related to the crisis intervention.	E	A/I
Other	Ability to work unsociable hours on a rota basis, especially nights	E	A/I
	Full, clear driving license	D	A
	Good attendance and punctuality record	E	A
	Meet the health requirements of Trust	D	A

	Able to recognize signs of stress and take appropriate actions	E	I
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