

JOB DESCRIPTION

<u>JOB TITLE:</u>	Social Worker
<u>GRADE:</u>	Band 6
<u>DEPARTMENT</u>	As Designated
<u>LOCATION:</u>	As Designated
<u>RESPONSIBLE TO:</u>	Pathway/Team/Ward Manager
<u>ACCOUNTABLE TO</u>	Clinical Manager

MAIN PURPOSE OF THE JOB

Work as part of a Multi-Disciplinary Team (MDT), providing specialist advice, consultancy, interventions and treatment to service users who are likely to have complex mental health needs and concerns about their high risk of violence, or sexual violence, or other offending behaviours.

Operate between Community & Inpatient Services, equally or otherwise agreed as required.

Lead, coordinate and support the management of service users in their transition into the community.

Provide specialised assessments, develop formulations and undertake clinical interventions as identified.

Act as an identified link with local authorities within the boundaries of the trust

Be grounded in best practice that will promote Recovery, Wellbeing and maximise independence.

Provide specialist training specifically on social care aspects and risk, as well as supervision and mentoring to students (of their core profession) and other agencies within the pathway.

Manage complex risks competently in accordance with local and Trust Policy, Protocols, Standards and Guidelines.

Be responsible for identifying health inequalities, give advice as to reasonable adjustments that can be made in order to ensure services are accessible.

Be responsible for disseminating information and implementing good practice procedures that has been developed locally and nationally, in conjunction with the Clinical Manager, Pathway/Team/Ward Manager and Professional Lead.

Provide compassionate care and support that is based on empathy, kindness respect and dignity.

Participate in the planning, development and evaluation of services as agreed with the Pathway/Team/Ward Manager and Clinical Manager.

VISION AND VALUES

Our Vision is: “To work together, with compassion and care, to keep you well over the whole of your life.”

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

ORGANISATIONAL CHART

Associate Director

Clinical Manager

Pathway/Team/ Ward Manager

Clinical Lead

Social Worker

Additional professional supervision will be provided by an appropriate Lead Professional to maintain professional registration, specific training requirements and professional identity

COMMUNICATION & RELATIONSHIPS

Provide and receive highly complex and sensitive information and will have the ability to advice and support others to communicate information in an understandable, empathetic and reassuring way to service users, their family and carers

Work collaboratively with colleagues in the community and in prison as well as in hospital inpatient settings: will develop good working relationships and networks with other community resources and providers, both statutory and non-statutory.

Demonstrate the ability to overcome barriers to communication, supporting Service User's understanding by adapting the approach used (e.g. use of interpreters where English is not a first language, alternative and augmentative communication methods). To ensure that they can access and engage effectively with services.

Utilise and develop a high level of interpersonal and communication skills that promote and maintain therapeutic relationships with service users, their families and carers, and to help the service user overcome any barriers to communication.

Communicate clinical formulations and interventions to service users and carers in an understandable manner based on the following principles:-

- The formulation is expressed in language accessible to all those for whom it is intended and avoids the unnecessary use of jargon.
- The formulation should be brief enough to be read easily by the individuals for whom it is intended.
- The formulation is meaningful and adds to what is already known about the service user.
- The formulation avoids the use of judgemental language.
- The formulation provides a coherent explanation of the case or problem/risk - the explanation makes sense.

Attend and contribute to multidisciplinary clinical meetings including, complex Clinical Review, Risk Strategy Meetings and contribute/present reports to MAPPA meetings or other safeguarding forums.

Demonstrate excellent professional working relationships within the clinical team, with Trust colleagues and external partners, based on respect and mutual support.

Have the ability to influence, negotiate, advise and motivate others including working across organisations such as Social Services and other agencies in order to advise and influence packages of treatment and interventions. The post holder will also be required to work across directorates with a range of health care professionals.

Support the Clinical Manager and Pathway/Team/Ward Manager in the management and resolution of team conflict.

Advocate on behalf of the service user and their carers, as far as possible, that they reflect their needs and wishes. This would require the courage to voice concerns about practice and service delivery.

Establish and maintain therapeutic alliance with Service Users and Carers in the delivery of assessments, treatments and interventions.

Demonstrate negotiation, empathic, and motivational skills to manage situations where highly complex and highly sensitive material/information is being discussed, ensuring professionalism is maintained.

Contribute to and lead multi-disciplinary clinical discussions reporting and escalating professional concerns and respond to changes to risks in a timely manner.

Provide reports, information and advice (verbal and written) to Service User, Professionals and Carers/Family.

Utilise communications in accordance with Caldicott Principles, Data Protection, Freedom of Information Act and Trust Policies and procedures.

Use de-escalation skills when working in highly antagonistic, hostile and emotive clinical areas to ensure the safety of self, clients and others.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Professional qualification (at least a DipSW) and registration to the appropriate social work professional body (SW-England).

Post Graduate Degree or equivalent qualification or relevant experience.

Experience of working with people with a history of complex mental health needs, within a recovery focused environment, and with people who have a history of posing considerable risk and/or involvement with the criminal justice system.

Provide evidence of an appropriate teaching/training qualification or a proven track record in delivering training or teaching.

In depth knowledge of National, Trust and professional body policies procedures and standards of treatment and interventions in relation to service provision.

Experience of working collaboratively with Statutory Partners, 3rd Sector Partners, Families and Carers.

Enhanced working knowledge of safeguarding procedures (adult and children) and the ability to take on appropriate tasks arising from participation in safeguarding strategy meetings.

Ability to promote, maintain and adapt robust communication systems across different organisations and services

Knowledge of integrated governance procedures and the ability to apply within sphere of work.

Demonstrate clinical knowledge underpinned by theory and experience, demonstrating advanced clinical reasoning and decision making skills.

Demonstrate effective IT skills and a good working knowledge of the service user's electronic record.

Demonstrate clinical supervision skills, and a working knowledge of a variety of clinical supervision models including 'live' supervision and group supervision.

Have a proven track record of working collaboratively with adults experiencing substantial and complex problems.

ANALYTICAL AND JUDGEMENTAL SKILLS

Assess, interpret and analyse a range of highly complex clinical information and environments, delivering a clear rationale for care delivery, clinical outcomes and clinical management strategies.

Demonstrate a high level of reflective practice and competence in clinical reasoning and decision making that is based on evidence based practice.

Demonstrate excellent analytical and judgemental skills in relation to initial on-going assessments and subsequent treatment packages and assist colleagues in problem solving and developing and understanding formulation to help provide quality intervention and risk management.

Initiate report and promote Serious Untoward Incident (SUI) and contribute SUI investigations as required.

Make a judgement on whether service users have the capacity to give informed consent and seek additional advice when necessary.

PLANNING AND ORGANISATIONAL SKILLS

Be responsible for planning and managing their work load as directed by the clinical lead.

Plan and organise interventions and make adjustments as required.

To develop a programme of education and training in conjunction with the Clinical Lead.

Promote, develop, and implement clinical standards and good practices both in treatment delivery and appropriate record keeping.

Facilitate timely goals and interventions with service users in institutional settings (e.g. hospital, prison, approved premises) and in the community setting.

PHYSICAL SKILLS

Be required to use a keyboard and have relevant IT skills to be able to:

- Input information into IT systems
- Prepare reports in accessible formats
- Prepare presentations
- Prepare training documents.

Sometimes be required to transport equipment, service users and other professionals to various sites.

Be appropriately trained and capable of using authorised breakaway techniques as required.

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Following the completion of comprehensive Core Assessment and formulation, develop and provide an individualised, evidence based programme of intervention based on identified needs, including to those with highly complex needs/challenging behaviours. At all times work in collaboration with service users, and carers ensuring that the service user is treated with compassion, respect and dignity.

Assess, manage and evaluate risk as an ongoing process using Risk Assessment Tools. Escalate Risks and Communicate effectively with Partners and seek advice from teams such as Safeguarding, MAPPA, MARAC as appropriate.

Manage distress and conflict in the day to day work with service users who, as an expression of their condition/diagnosis, may at times be difficult to engage and/or demonstrate significant risk behaviours.

To engage in active relapse prevention planning with service users and carers, contributing to their recovery and/or wellbeing and release planning.

Provide specialist advice and guidance to service users, carers of other professional disciplines or agencies, less experienced staff, voluntary organisations and the public

Recognise and anticipate situations that may be detrimental to the health and wellbeing of service users and their carers and advise and treat on the promotion of health and the prevention of physical/mental and behavioural deterioration.

Work flexibly to meet the needs of service users across the designated pathways which may at times mean working extended with flexible hours.

Demonstrate flexibility in the role. This may involve working across clinical pathways to support the needs of the service, whilst ensuring the delivery of high quality care and treatment at all times.

POLICY AND SERVICE DEVELOPMENT

Contribute, comment and advise in the generation of new policies and developments within the designated pathways and across the Trust.

Adhere to Trust policies, procedures, protocols, standards.

Adhere to professional Code of Conduct and standards, and requirements of other legislation.

Understand, contribute and advise on statutory issues which impact on service users and carers, and seek advice where necessary.

Positively promote adherence to the 'Lone Working' Policy and Protocols.

Ensure implementation of National Trust and local service legislation, policies, procedure and guidelines for health and Social Care and be involved in their development where appropriate.

To identify and report any deficiencies within the clinical environment or with required equipment to the Pathway lead.

Contribute to the ongoing development of treatment and intervention packages.

Actively participate in service/professional developments and improving the quality of the delivery of evidence based treatment interventions from others, by ensuring a consistent and standardised approach across at the designated pathway.

Participate the effective monitoring, reviewing and evaluation of the service provided and take a lead on designated projects.

Identify and interpret changes in national, trust and local services legislation, policies, procedures and guidelines for health and social care and influence new developments which impact on other services and professions.

FINANCIAL AND PHYSICAL RESOURCES

Advise Pathway/Team/Ward Manager and Clinical Manager on resource requirements.

Responsible for the security, care and maintenance of equipment pertinent to the role, ensuring standards of infection control and safety are maintained.

To contribute to financial and resource planning.

HUMAN RESOURCES

Provide clinical supervision, training and support to a range of professionals as requested.

To provide consultancy and advice to professionals ensuring the best outcomes for service users.

Contribute to the appraisal and supervision of staff in accordance with Trust policy with the Pathway/Team/Ward Manager and Clinical Manager.

Take responsibility for keeping own professional knowledge and skills up to date through: e.g. mandatory training, reflective practice, journal club work based learning and supporting opportunities for shared learning.

Be responsible for being actively involved in CPD and professional development plan via Trust supervision and appraisal process.

To provide spontaneous and planned education and instruction to service users, carers and colleagues.

To participate in the development and delivery of education training programmes to groups of people both within and external to the organisation.

Participate as required in the recruitment and selection of other staff in line with the Trust Policy.

INFORMATION RESOURCES

Be responsible for making entries into confidential electronic service users case records and protect the confidentiality of the work.

Support the improvement of Clinical Performance and contribute to reviewing and monitoring of quality 'Data Reports'.

Responsibility for maintaining own knowledge of current legislation.

Use 'Digital Recording equipment' and use 'Mobile Technology' as per Trust Policy.

The post holder will work in conjunction with colleagues in medical records departments in order to ensure records comply with the Data Protection Act and Caldicott Safeguards.

RESEARCH AND DEVELOPMENT

Participate on regular clinical audit and undertake research as required.

Support staff in clinical audit and evaluation as a means to improving quality and effectiveness of outcomes for service users.

Undertake research into specific areas of service delivery using a range of research methodologies as agreed with the Clinical Lead and Professional Lead.

Plan, initiate and carry out professional audit, cascading results and implement changes as necessary.

Keep up to date with relevant research in the field in order to evaluate current practice and suggest service improvements.

Share any knowledge gained via conference, peer review journals, specific training sessions, workshops, presentations etc in order to develop and underpin good practice.

To support colleagues in the development of knowledge and skills through acting as an assessor, teacher and facilitator.

To reflect own practice through clinical supervision and mentorship, and develop skills as a clinical supervisor/mentor to others.

To contribute to the development of local evidence based standards, policies and guidelines related to the speciality. Identify areas of risk and poor quality and address these through appropriate governance structures and forums.

FREEDOM TO ACT

Work within professional and Trust guidelines and be accurate for own professional actions.

At times work autonomously, prioritising and managing own workload and time efficiently and effectively.

Engage in clinical and professional supervision from Clinical Pathway Lead and Professional Lead as per Trust Policy.

Be responsible for acting on his/her own initiative within the parameters of the Trust policies and procedures. 'Professional Codes

Act to meet the health needs of people who are likely to have complex mental health needs, concerns about their high risk of violence, or sexual violence, or other offending behaviours, and whose presenting behaviour may be a significant challenge.

Be responsible for decision making within own area of work on a day to day basis and when request work of others.

PHYSICAL EFFORT

Substantial amount of time sitting at desk, in meetings, training and supervision.

The post holder will be required to drive as part of their role or have the ability to travel to other venues across the localities.

MENTAL EFFORT

Be expected to deal with frequent interruptions due to the unpredictability of the work and the service user group.

Frequently be required to exert prolonged concentration during interviews, assessments and treatments of service users.

Be required to provide a high level of concentration in the writing of records/in depth reports and all required documentation, to meet deadlines.

Problem solving for service users who have complex physical, mental health and communication needs.

EMOTIONAL EFFORT

Frequently work with service users and their carers who directly exhibit potentially severely challenging and emotional behaviours and will frequently be exposed to very distressing and very emotional circumstances.

Have regular contact for assessment and treatment of individuals presenting with trauma associated with childhood abuse: physical, sexual or emotional.

Be prepared to deliver unwelcome or distressing news to service users and/or their families as necessary, and communicate life-changing events

WORKING CONDITIONS

Be required to work in areas not subject to health and safety regulations e.g. service user's homes with exposure to unpleasant working conditions such as dirt, dust, smells or body fluids.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	<p>Professional qualification (DipSW) and registration to professional body, e.g. SW-England</p> <p>Experience relevant to post.</p> <p>Student/Training Assessor (if applicable)</p>	<p>Post registration experience or qualification relevant to forensic/ mental health/LD pathway.</p> <p>Psychological therapy qualification.</p> <p>HCR20 v2 or 3 trained.</p> <p>Experience of teaching</p>
<u>Knowledge and Experience</u>	<p>Significant post registration experience</p> <p>Experience of working within a multi-disciplinary or multi-agency team.</p> <p>Experience of mental health assessments, developing formulations and risk management plans.</p> <p>Experience of managing a complex clinical caseload.</p> <p>Knowledge and understanding of Recovery and Wellbeing/Better lives models and its application.</p> <p>Enhanced knowledge and understanding of the MHA legislation and Safeguarding procedures.</p> <p>Awareness and understanding of professional accountability.</p>	<p>Experience of working with client group.</p> <p>Experience of working with agencies within the criminal justice system.</p> <p>Experience of teaching /training.</p> <p>Experience of delivering evidence based psychological interventions.</p>
<u>Skills and Competencies</u>	<p>Excellent communication and interpersonal skills.</p>	<p>Group work skills</p> <p>Teaching skills</p>

	<p>Excellent risk assessment and management skills. The ability to work with and liaise effectively with other teams and agencies.</p> <p>Effective organisational and time management skills.</p> <p>Evidence of maintaining accurate and contemporaneous record keeping.</p> <p>Evidence of excellent report writing skills. Demonstrable evidence of advanced skills in own profession.</p> <p>Ability to adapt to change and to work under pressure.</p> <p>Ability to operate in a variety of Health and social service settings.</p>	<p>Experience of supporting students.</p>
<p><u>Role/Team specific requirements</u></p>	<p>Flexible and adaptive</p> <p>Ability to work under pressure.</p> <p>Reliable. Be motivated and enthusiastic.</p> <p>Proven record of treating people with Dignity and Respect.</p> <p>Caring and Compassionate.</p> <p>Resilient and able to perform duties under stressful circumstances.</p> <p>To possess the ability to work as an autonomous practitioner</p>	
<p><u>Personal Characteristics</u></p>	<p>Robust skills appropriate to the client group.</p> <p>Positive attitude and approach to people with complex mental health issues.</p> <p>Open and non-judgemental, anti-discriminatory approach to clinical, managerial and leadership roles.</p>	

	<p>Friendly, outgoing, approachable, confident manner.</p> <p>Ability to work effectively with others</p> <p>Innovative and creative.</p>	
<u>Additional Requirements</u>	Able to meet the mobility and geographical requirements of the post.	