



**NHS**

West London  
NHS Trust

# Candidate Recruitment pack



Promoting hope & wellbeing **together**

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## Welcome

### Dear candidate,

Thank you for your interest in the Clinical Nurse/OT/Social Worker Lead role. This pack provides you with all the information you may need to apply for this vacancy.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our-integrated care services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with integrated care partnerships including working towards giving a stronger voice to some of the most vulnerable people in society.

I am looking for a candidate with the range of experiences, drive, enthusiasm and vision to inspire staff and contribute to our ongoing expansion and transformation of mental health and community health services.

Thank you for your interest in this role and I wish you every success with your application.

Yours sincerely

Samantha Hyatt

Team Manager's, Hammersmith & Fulham South MINT

## About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as ‘Good’ overall by the Care Quality Commission, and the rating for our Forensic services has improved from ‘Requires improvement’ to ‘Outstanding’. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service.

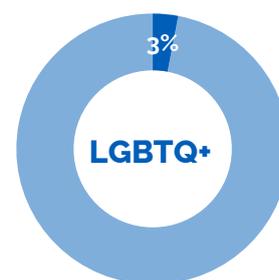
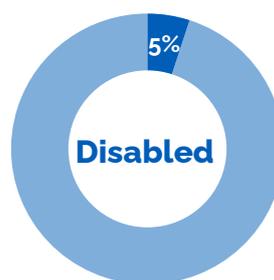
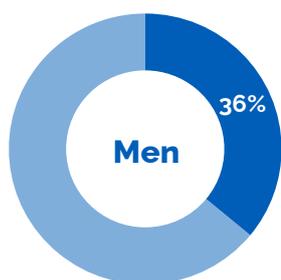
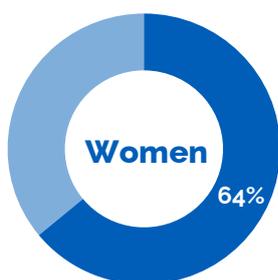
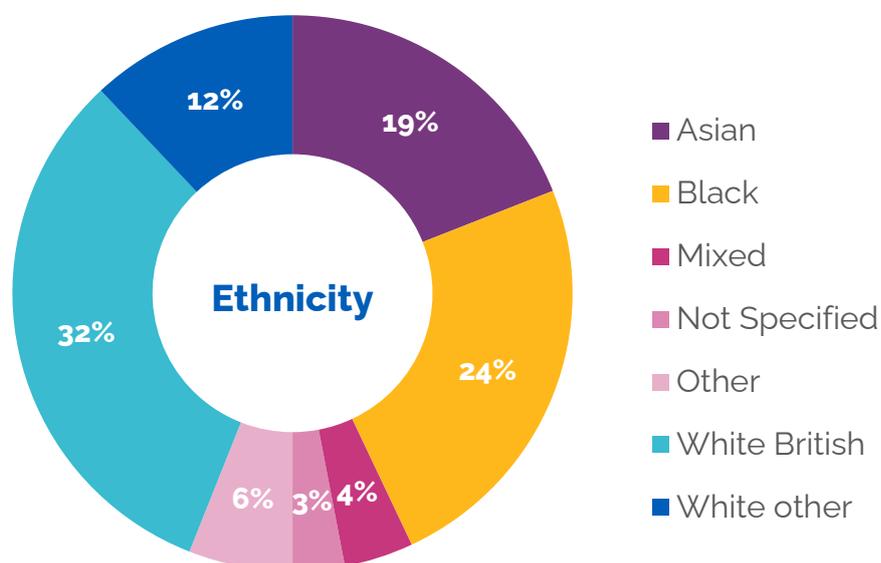
Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) exemplifies our ambition. ECP is led by West London NHS Trust but brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents.

Our staff have rated us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

See [www.westlondon.nhs.uk](http://www.westlondon.nhs.uk) for more information.

# At a glance:

## Staff figures for 2020/21



## Patient figures for 2020/21

**108,266**  
patients in our services

**107,685**  
patients in the community

**7,239**  
children & young people using our services

**5,113**  
older people using our dementia services

**2,638**  
inpatient admissions

**69,483**  
patients in Ealing

**18,117**  
patients in Hounslow

**15,470**  
patients in Hammersmith & Fulham

## How we are organised

The Trust's clinical service lines are as follows:

<b>Acute mental health services</b>	<b>Dr Fin Larkin</b> , Clinical director
<b>Community &amp; recovery mental health services</b>	<b>Dr Julia Renton</b> , Clinical director
<b>Older people's mental health service</b>	<b>Dr Nevil Cheesman</b> , Clinical director
<b>CAMHS &amp; developmental services</b>	<b>Dr Johan Redelinguys</b> , Clinical director
<b>Psychological medicine services</b>	<b>Dr Alice Ashby</b> , Clinical director
<b>Integrated care services</b>	<b>Jo Manley</b> , Deputy director of local services
<b>West London forensic services</b>	<b>Dr Claire Dillon</b> , Clinical director*
<b>High secure services</b>	<b>Dr Robert Bates</b> , Clinical director
*also covers integrated care services	

## Our trust values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

## Job description

<b>Post Title:</b>	Clinical Nurse/OT/Social Worker Lead
<b>Department:</b>	Hammersmith & Fulham South MINT
<b>Responsible to:</b>	Team Manager
<b>Accountable to:</b>	Service Manager - Community and Recovery Mental Health Services
<b>Key Relationships:</b>	GPs and GP practice, Primary Care Networks, Inpatient Services, Single Point of Access, Crisis Assessment & Treatment Teams, Recovery Teams, CAMHS, Recovery College, Voluntary Sector Providers.
<b>Grade:</b>	Band 7

### Trust Values

The post holder will

1. **Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team
2. **Responsibility:** Ensure when we say we're going to do something, we do it. We don't leave it to someone else to do. Our service users are responsible for engaging in their treatment.
3. **Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.
4. **Caring:** Ensure caring means more than showing compassion to our service users and each other. It's also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

### Job Summary:

The post holder will lead and monitor the performance and care delivery of the nursing staff and other professionals within the MINT team; ensuring local professional leadership. They will participate in review of clinical policies and guidelines relevant to the area and support and implement changes to practice. Additionally, they will liaise with other organisations and professionals to promote communication and good practice; be able to undertake audit activity and supervision to other staff in service area/care group. They would need to have an understanding of psychosocial interventions to include psycho-education, wellness recovery action plans and discharge planning.

The post holder will also be responsible for the assessment of care needs and the development, implementation and evaluation of programmes of care for a small and defined caseload; and maintaining associated records.

In addition, the post holder will be responsible for supporting the team manager in providing effective leadership within a clinical team providing a high quality service within the resources available within a defined geographical area.

The post holder will support the team manager in specifically delivering on the following key areas:

1. To coordinate and lead team functioning with particular focus on:
  - Management of referrals including delivery of care
  - Performance monitoring and management of the staff team
  - Providing line management and supervision of staff.
2. To deliver a service within the agreed financial envelope ensuring maximum value in terms of clinical and cost effectiveness.
3. Ensure that a culture of effective risk management is present in the team
4. To carry a clinical caseload as agreed with team manager and service manager and to take a lead on management of complex cases and supporting staff in management of such cases.
5. To ensure that the team functions in line with the care group core business.
6. To coordinate recruitment and selection of staff within the team, leading on decisions as designated by the team manager and service manager.
7. To respond to SIs as appropriate and support any subsequent investigation
8. To respond to Safeguarding Adults and Safeguarding Children investigations as appropriate
9. To respond promptly to complaints
10. To respond to communications regarding team issues
11. To ensure equality and diversity is considered in all aspects of the team's business.
12. At all times supporting the Trust's reputation and that of all senior colleagues, maintaining a positive attitude with strong commitment to results.
13. To promote and display via personal actions support for the Trust's key policies on Equality and Diversity, Exemplar Employer and use of the recovery orientated approach for people with longer term problems
14. Deputises for Team Manager as and when required.

### **Key Result Areas & Performance:**

#### **Clinical practice, including own professional development**

- To provide comprehensive assessment of mental health needs.
- To manage a small caseload of clients with complex mental health needs and undertake case management/lead professional/ CPA as needed.
- To be able to communicate with and meet the needs of families and carers as appropriate to the care group and the individual client.
- To have experience of and specialist knowledge on interventions to be able to lead in clinical area.
- To receive management supervision from Team Manager or equivalent.
- To demonstrate excellent communication skills.
- To establish professional links with other care groups and professionals.
- To administer medication within NMC guidelines and the Trusts Medicines Code.
- To work in partnership with other agencies to gain the best person centred outcomes for the individual.

#### **Practice Development, including professional development of others**

- To utilise specialist care group knowledge to provide specialist training and advice to other professionals, students and agencies.
- To manage and supervise other members of the team.
- To chair meetings and provide cover for the Team Manager as needed.

- To organise consultation groups and to facilitate reflective groups for staff to promote skills and development of team.
- To support registered staff and students through preceptorship/mentorship.

### **Research and Development**

- To develop teaching and training sessions for staff and professionals on specialist subject areas relevant to care group.
- To develop service pathways for clients in care group and contribute to ongoing development of service.
- To undertake research, service evaluation and clinical audits.
- To use research in practice and developing research work from one's own practice

### **Governance – including quality, standards, documentation & ethics**

- To ensure that up to date written and electronic records and activity data are maintained in accordance with Professional and Trust standards and to provide specialist reports relevant to practice setting.
- To keep accurate and timely electronic records of each contact, using RIO and other software programmes used by the Trust. Complete outcome measures as required.
- To adhere to the NMC Code of Conduct, professional standards and ethics and comply with local and national standards of practice.
- To respect the individuality, values, cultural and religious diversity of people and contribute to the provision of a service sensitive to these needs.
- To contribute in the Trust and professional clinical and social care governance arrangements and quality agenda, including the setting and monitoring of practice standards.
- To be aware of and work to the policies and procedures within West London NHS Trust
- To apply national guidelines/ legislation relating to health and social care in mental health service provision.
- To participate in clinical and social care governance care group forums as required.
- To ensure performance targets and standards are met.
- To complete clinical outcome measures as required eg HoNOS.
- To ensure that professional standards of practice are maintained within the clinical setting.
- To ensure that professional standards of practice are maintained amongst junior staff.
- To seek and attend monthly clinical supervision.

### **Workforce**

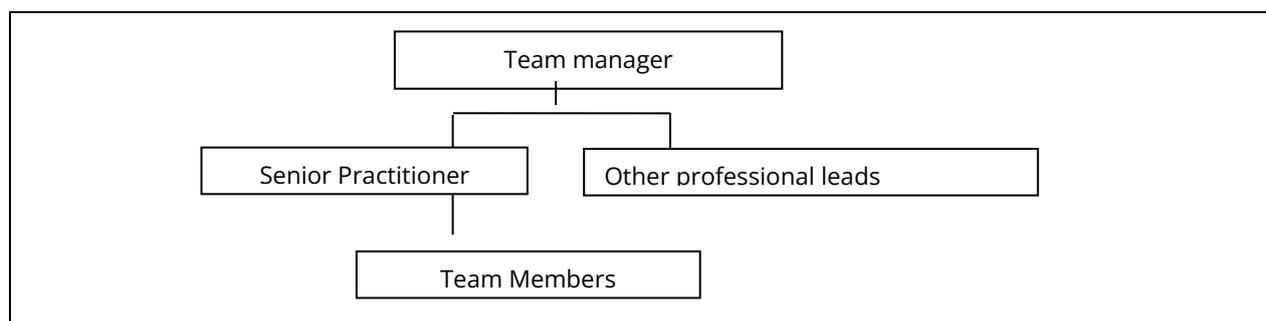
- To provide effective leadership and management to staff which promotes high performance standards both individually and as a team, in the achievement of the Trust's objectives and priorities? The Trust's success will be dependent on all managers and team leads playing an active role to make sure the existing areas of good employment practice are universally embedded within the organisation. Managers and team leads will be expected to:
  - Understand the Trust's key priorities and those of your care group and translate these into key priorities for your care group
  - Ensure clarity and effectiveness in developing and designing roles
  - Ensure management of staff is consistent with Trust's HR Policies to the achievement of equality, equity and optimum performance.
  - Complete annual Appraisals for all staff which reflect these priorities and ensure staff have access to appropriate training and development
  - Communicate regularly through meetings with teams and individuals and provide opportunity for two-way feedback
  - Promote an effective team ethos.

- Promote equality, diversity and rights, and treat others with dignity and respect ensuring services are developed, managed and delivered to meet the specific needs of those belonging to protected characteristics.
- Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity and outcomes in working practices.
- Contribute to developing and maintaining equality of opportunity in working practices by complying with legislation and organisational policies. Advise colleagues about equality, diversity and human rights policies and procedures and ensure they are followed.
- Ensure that colleagues are treated fairly. Behave in a non-discriminatory way and challenge the discriminatory behaviour of others. Be supportive of people who wish to raise issues about discriminatory practice or experience

### **Financial**

- The post holder, in the absence of the Team Manager, will have delegated budget responsibilities and responsibilities for the use of the resources within the team, ensuring that services are delivered within the budget set for the services, advising and consulting with line management regarding anticipated over/under spending. To work with and support the team manager in budget setting exercises.

### **Structure Chart**



### **General Information**

#### **Review of this job description**

This job description is intended as an outline indicator of 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 on a regular basis. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

#### **General**

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.

- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

## **Confidentiality**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

## **Data Protection Act**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

## **Continuous Improvement**

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

## **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

## **Health & safety**

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to

ensure the care of their own health and safety and that of others who may be affected by their omissions at work. Including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

### **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

### **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has 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.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **Financial Regulations**

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **Safeguarding & Duty of Candour**

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines.

All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

### **Standards of Business Conduct**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

### **Valuing Diversity & Human Rights**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London NHS Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

### **No smoking policy**

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

### **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

## Person specification

	Criteria	Essential	Desirable	Assessment Method
<b>Qualifications and Training</b>	<ul style="list-style-type: none"> <li>Registered Nurse/OT/Social Worker (mental health) appropriate to the job role.</li> <li>Evidence of post registration training in relevant service area</li> <li>Completion of Mentorship Course/ENB equivalent/Practice Educators</li> </ul>	E  E  E		Application form/Interview
	<ul style="list-style-type: none"> <li>Degree/diploma level supplemented by specialist qualification, training, experience, courses to masters level equivalent relevant to the care group</li> </ul>		D	Application form/Interview

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supervising staff and students</li> <li>• Able to manage a caseload of people with complex mental health needs</li> </ul>	E		Application form/Interview
	<ul style="list-style-type: none"> <li>• Awareness of Trust policies and service specification</li> <li>• Extensive post qualifying experience in relevant service area</li> <li>• Lived experience of mental health issues</li> </ul>	E	D D D	Application form/Interview
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of interventions specific to service area</li> <li>• To understand performance reports and how they relate to team</li> </ul>	E		Application form/Interview
	<ul style="list-style-type: none"> <li>• To have a good knowledge of service objectives</li> </ul>	E	D	Application form/Interview
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrate excellent verbal and written communication skills with staff, patients, families, carers and professionals</li> <li>• Able to establish links with other services and professionals</li> <li>• Able to effectively manage risk</li> </ul>	E E E		Application form/Interview

### Assessment Key

AF - Application Form

I - Interview

T - Test

P - Presentation

### Assessment Key

A Application

I Interview

R Reference

## How to Apply

Applications should be submitted made via NHS Jobs.

### Visiting arrangement

For more information or an informal discussion please contact Samantha Hyatt, Team Manager's, MINT Hammersmith, by emailing [Samantha.Hyatt@westlondon.nhs.uk](mailto:Samantha.Hyatt@westlondon.nhs.uk)

### Infection Control

In addition, it is an expectation that all staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection. All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures.