

### **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Carer Involvement Lead
<b><u>GRADE:</u></b>	Band 6
<b><u>DEPARTMENT:</u></b>	As Designated
<b><u>LOCATION:</u></b>	As Designated
<b><u>RESPONSIBLE TO:</u></b>	Clinical Manager
<b><u>ACCOUNTABLE TO</u></b>	Associate Director

### **MAIN PURPOSE OF THE JOB**

The post holder in collaboration with the locality CBU will support the facilitation, co-ordination and development of involvement and engagement of carers across the designated service area within Cumbria, Northumberland Tyne and Wear NHS Foundation Trust.

The post holder will be expected to demonstrate a high level of expertise and knowledge either at degree level or through equivalent level of experience within patient and carer involvement, engagement, and experience.

The post holder will work within the locality and designated service to support and encourage that the voice, views, needs and potential needs of carers are heard and acted upon at a local level, ensuring the best provision of high quality, safe and effective care.

The post holder will provide education, support, information, and advice to carer's who have increasing needs due to the impact of mental health. This may be via time limited 1 to 1 intervention, via group or other means.

The post holder will actively work within the systems and processes that are in place to support this.

The post holder (s) will work to improve and enhance communication and information sharing between statutory, voluntary agencies and service users and carers.

## **VISION AND VALUES**

**Our Vision is:** “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

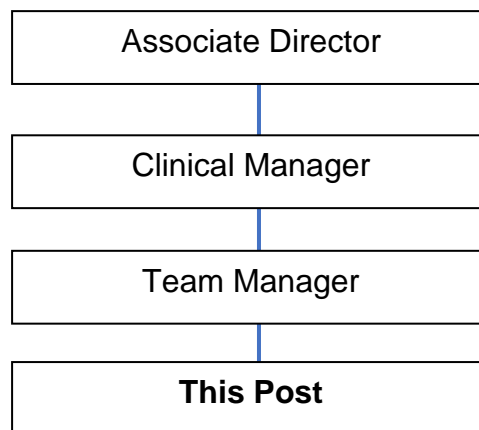
**Our Values are:-**

- Caring Compassionate
- Respectful
- Honest and Transparent

**OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOMES**

## **ORGANISATIONAL**

## **CHART**



## **COMMUNICATION & RELATIONSHIPS**

The poster holder must have the ability to communicate to provide and receive complex, and often sensitive, information in a clear, compassionate and highly effective manner. This could be verbally, in person, by telephone or written format.

Demonstrate excellent interpersonal skills in managing conflict and resolution. Communicate a wide range of issues to carer groups, both locally and regionally.

Liaise and communicate effectively with a wide variety of professionals both from statutory and voluntary agencies.

Work closely with service areas to ensure Carers needs are identified in routine practice, with further assessment and support offered where required. Also ensure carer awareness is supported across the respective teams, and enable carer involvement to be a key and essential

Identify barriers to carer engagement and take appropriate actions to overcome these.

Liaise with non-statutory service user and carer groups within the locality and region to share expertise and good practice.

Attend key internal Trust and external multi- agency forums and represent service user and carer views.

Prepare and present accurate reports, both verbal and written.

Participate in professional training with teams, carers and at academic institutions and other educational venues including Recovery Colleges as determined by portfolio

### **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**

Personal lived experience of mental health issues and/or a caring experience for individual(s) who experience mental health distress.

Degree level or equivalent, or an equivalent level of knowledge of experience underpinned by specialist knowledge.

Understanding of personal values and beliefs and self- aware.

Highly effective communication skills, both orally and written.

Competent in the use of IT programmes e.g. word processing, email and power point.

Considerable skills and experience in influencing, managing and supporting change at a local and systems level

Experience of involvement in the planning, commissioning and evaluation of mental health services.

Experience of working in a multi-agency context and in working with communities

Post holder must have the ability to demonstrate knowledge of current professional issues and developments in mental health/learning disabilities.

Must demonstrate an up-to-date knowledge and understanding of current service and legislative issues with regards to service user and care involvement.

### **ANALYTICAL AND JUDGEMENTAL:**

The post holder will be required to work with those services which are aligned to a particular Locality Care Group to identify barriers to involvement and engagement. Exercise own judgement when receiving complex sensitive and complex confidential information and have the ability to ensure that any issues or complex concerns are followed through and dealt with professionally and appropriately.

Recognise potential risk and risk situations and act accordingly in conjunction with Trust and legislative policies.

Be aware of the need to ensure a safe and healthy environment for self and others.

### **PHYSICAL SKILLS:**

Standard keyboard skills used within the use Microsoft packages, also including general set up of training equipment.

### **PLANNING AND ORGANISATIONAL SKILLS:**

The post holder will be responsible for planning and prioritising own workload on a day-to-day basis to meet group, service user and carer needs.

In collaboration with Clinical Manager and Associate Director, develop a 12-month work plan.

Contribute to the ongoing development of service user and carer forums.

Contribute to the development of and facilitate involvement training for service users, carers and staff.

Contribute to the roll out of carer awareness training.

Take a key role within the group to identify existing service user and carer forums and identify and address any gaps in the mechanisms in place

Plan and organise own travel arrangements to sites as and when required.

### **RESPONSIBILITIES FOR PATIENT/CLIENT CARE:**

Working in partnership with carers to ensure that the voice and views of carers who currently use, or may have used our services, are heard and acted upon.

Utilise Person Centred Planning techniques Including PATH-Planning Alternative Tomorrows with Hope) to assist carers to view ill being and well-being as part of the ongoing development to realise their potential, dealing with separate symptoms, experiences and issues the person may encounter while remaining future focussed. Also utilise Cognitive Behavioural and Solution focussed approaches where required as part of individuals recovery plan.

Ability to engage with hard to reach, seldom heard or isolated carers and families, providing guidance and advice.

Support carers with time limited one to one intervention, aiming to improve their understanding, acceptance, coping abilities and wellbeing.

Ability to establish and maintain constructive working relationships with people from a wide and diverse range of backgrounds and experiences.

Promote 'Getting to Know You' amongst carers including through the provision of training to service users/carers and staff.

Contribute to the ongoing developments of 'Think Family' approach.  
Develop facilitate and support service user and carer involvement opportunities for staff.

### **POLICY AND SERVICE DEVELOPMENT:**

The post holder will demonstrate an understanding and awareness of national and local policy relating to service user and carer issues and developments, and how they relate to working practices.

Have a sound knowledge base of policy and service development within Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust and contribute to any review of service provision and policy frameworks in this area

Contribute to achieving all required Trust Quality and Performance objectives.  
Lead role in representing the views of service users and carers on policies, procedures or service developments.

Adhere to and follow Trust policies.

### **FINANCIAL AND PHYSICAL RESOURCES:**

Responsible for authorising small cash/ financial payments and accountable for the payment of service user and carer travel expenses, this will be in-line with Voluntary Services Payment Policy.

Responsible for the verification of travel receipts before signing off any travel expenses to service users and carers.

When arranging external meetings with service users and carers take responsibility to ensure that the venue is both appropriate and accessible and meets health and safety regulations.

### **HUMAN RESOURCES:**

Participate in regular supervision and joint development reviews in line with Trust policies.

Attend all relevant statutory and mandatory training. Teaching on specialist training in recovery, wellbeing and engagement

Undertakes a lead role for liaising with voluntary agencies, multi-disciplinary agencies throughout the trust, service user and carer organisations.  
Undertake a key role with support from locality CBU in building up a network within a locality that reflects the local community.

### **INFORMATION RESOURCES:**

Responsible for generating and typing up reports, briefing papers and information to be shared with a wider audience both with NTW and external partners.

Responsible for adapting, designing information to meet the specific needs of service users and carers.

Regular requirement to use computer software to develop or create statistical reports for locality CBUs and service users and carers.

Create, hold and maintain a database of service user and carer involvement, in compliance with Trust Information Governance Policy.

### **RESPONSIBILITIES FOR RESEARCH AND DEVELOPMENT:**

Demonstrate the ability to engage and co-ordinate carer involvement to support CNTW Research and Development Programme when required.

Take a lead role in involving, co-ordinating and supporting service users and carers in evaluation and monitoring of services.

Demonstrate both an awareness, understanding and the benefits of involving service users and carers in research and development.

Collate returns from services in relation to the required 6 monthly triangle of care returns in collaboration with CBU in order to compile the reports.

### **FREEDOM TO ACT:**

Guided by an individual work plan with set time frames and outcomes as developed with manager and Head of Patient and Carer Facilitator that clearly follow the policies and procedures of the Trust, however the post holder will define how these are achieved

Works independently in a locality, seeks advice and support where appropriate - Manager and or professional is available when required.

### **PHYSICAL EFFORT:**

A combination of frequently sitting, walking and standing for long periods when at work. Minimal requirement to move desks, chairs and lifting training resources/materials when delivering training to service users and carers.

At times may be required to travel across various trust sites and between services and community locations

### **MENTAL EFFORT:**

Frequent levels of concentration when engaging with service users and carers, especially on a one to one basis.

The work is regularly unpredictable when responding to and dealing with service user crises.

May require proactive response when dealing with requests from other agencies. Ability to adapt to receiving frequent interruptions and re-prioritising work task according to need.

Prepare reports for and attend meetings as required.

**EMOTIONAL EFFORT:**

On occasions working with service users whose mental health problems could be similar to those experienced by the post holder.

Frequently using personal experience to assist others.

Consistently deal with distressed, emotional service users and carer whose behaviour may be challenging.

Frequently discussing highly emotive and sensitive issues.

Rare occasions work with terminally ill service users.

**WORKING CONDITIONS:**

Exposure to service users and carers who present with challenging behaviours, including those who may be distressed, anxious, worried, upset or angry

Occasional exposure to verbal aggression, presenting hostile working conditions in the workplace

Rare exposure to physically aggressive behaviour.

Regular requirements to use VDU.

## **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><b>Essential</b></u>	<u><b>Desirable</b></u>
<u><b>Education and Qualification</b></u>	Educated to Degree Level, Post Graduate Diploma, or equivalent experience	<p>Further training in Person centred planning, CBT techniques</p> <p>Registered Mental Health Nurse, Registered Occupational Therapist or Social worker</p>
<u><b>Knowledge and Experience</b></u>	<p>Personal lived experience of mental health issues, or personal experience of caring for individual(s) who has experienced mental health issues</p> <p>Minimum of 3years experience working with non-statutory services and service user and carer groups in mental health</p> <p>Demonstrable experience in the development, co-ordination and delivery of training and education programmes</p> <p>Demonstrable experience in transformation and service improvement practice</p> <p>Considerable experience of wellbeing, resilience and recovery practice</p> <p>Proven experience of effective networking with a range of individuals and organisations and multi-agency working</p> <p>Understanding of quality issues and the ability to effectively apply these to</p>	

	<p>service developments</p> <p>High level of understanding of mental health services, issues and current local and national policy with regards to involvement and participation</p> <p>Demonstrable ability to relate to both service users, carers and to health service managers at the most senior level</p> <p>Considerable experience in managing service user and carer information</p> <p>Experience in working with Local Communities</p>	
<b><u>Skills and Competencies</u></b>	<p>Experience of and skills in working with individuals and groups presenting with mental health problems</p> <p>Ability to use own discretion and judgement for problem solving and conflict resolution</p> <p>Excellent communication and negotiation skills and ability to work with diverse groups</p> <p>Considerable experience and skills in methods of community development</p> <p>Conflict resolution skills</p> <p>Good organisational and time management skills</p> <p>Ability to manage stress and to plan and prioritise workload</p> <p>Excellent interpersonal and team working skills</p>	

	Proven ability in interpretation of data and providing management reports	
<b><u>Role/Team specific requirements</u></b>	<p>Contribute to the planning and future delivery of patient and carer involvement</p> <p>Commitment to putting recovery values and principles into practice</p> <p>Be caring and compassionate Assist in implementing policies and procedures and address any potentially discriminatory practice</p> <p>Act on service development in response to the changing needs of patients and carers, local and national priorities and guidelines and IT development</p>	
<b><u>Personal Characteristics</u></b>	<p>Confident in own ability to show initiative and work independently whilst remaining approachable</p> <p>High degree of self-awareness</p> <p>Demonstrates respect, dignity and integrity Embraces diversity, innovation and change</p> <p>Honest , open and transparent</p> <p>Proven ability to deal with matters on a confidential basis Ability to work flexibly</p> <p>Ability to travel</p>	