



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 CAMHS Senior Link Worker post. 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 drive, enthusiasm and vision to lead our ongoing expansion and transformation of mental health and community health services. This role will also be key in ensuring that cultural needs are met and barrier to mental health services are worked through. This would ensure better access to service and improved quality of care.

You will be leading a team of Link Workers and growing the support with Volunteers and Child Well-being Practitioners, to engage community group. This will involve holding a small caseload for support and signposting purposes. The aim of the role will be providing Early Intervention care to children and young people who do not currently access Specialist Child and Adolescent Mental Health Service. You will be transferring skills to exiting community groups on how to manage early signs of mental health difficulties, delivering care in setting that the child or young person already attends and ensuring mental health and cultural needs are met.

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

Yours sincerely

Leah Madnick and Sarika Ghai
Head of AHP's and Service Manager

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.

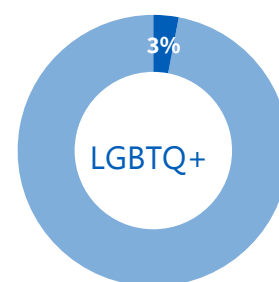
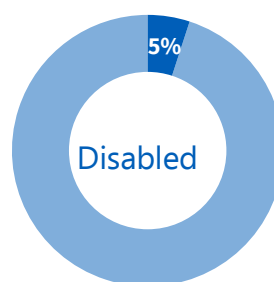
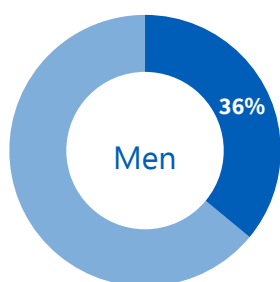
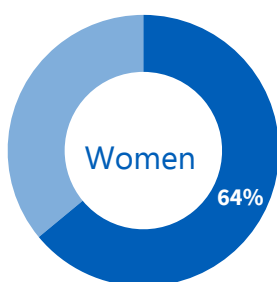
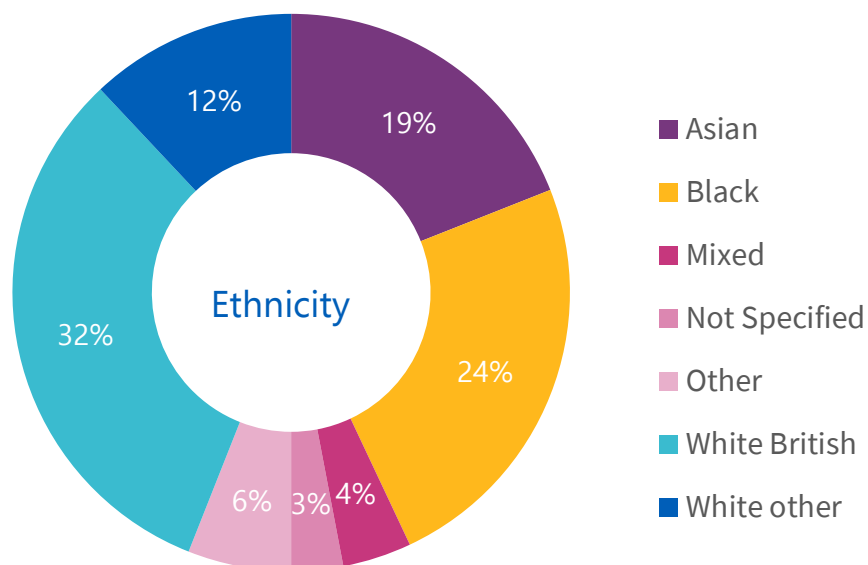
Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) exemplifies our ambition. ECP is led by West London NHS Trust but brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care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

At a glance:

Staff figures for 2020/21



[Click here to see how we promote inclusion](#)

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

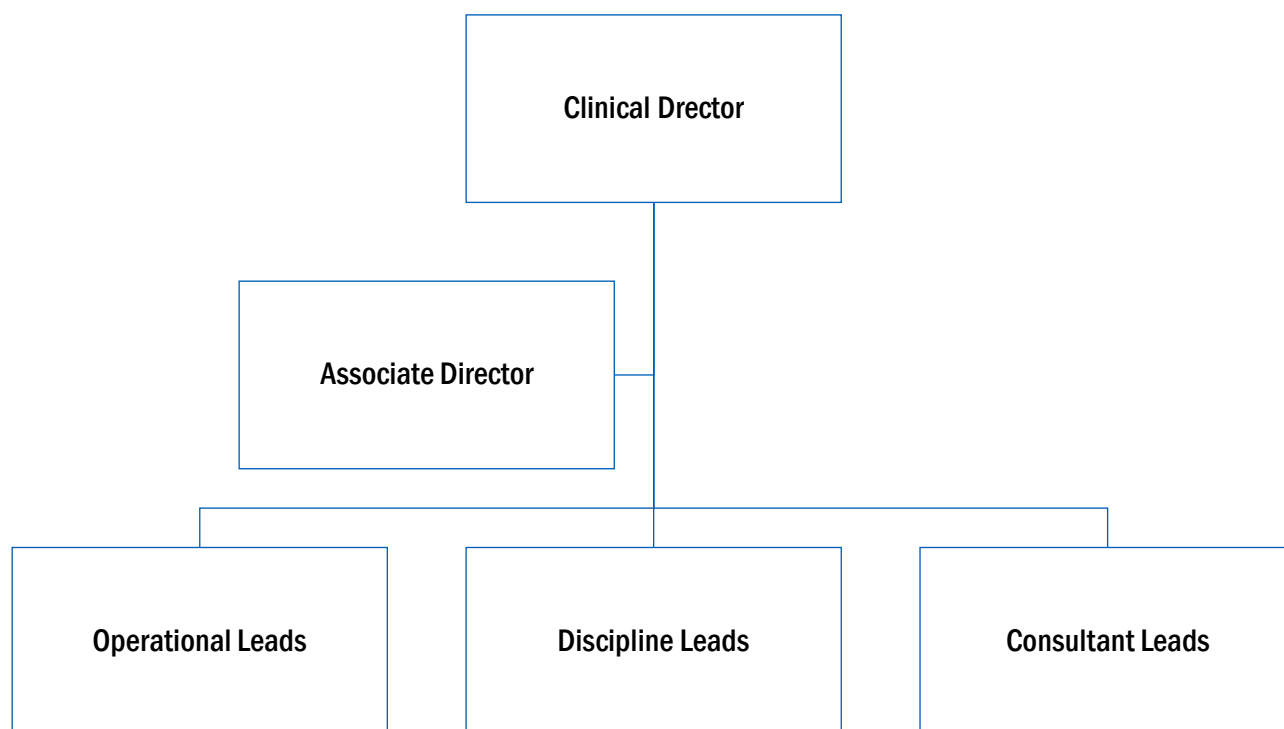

18,117
patients in Hounslow


15,470

How we are organised

[Give a brief description of how the role fits into the structure]

Team structure chart



The Trust's clinical service lines are as follows:

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

Post title:	CAMHS Lead Mental Health Link Worker - Fixed Term 1-year post
Grade:	Band 6
Responsible to:	Discipline specific lead
Contract:	Fixed Term – 1 Year Pilot Project

Key relationships

Service users & Carers

CAMHS Team

General Practitioners and other staff in Primary Care Networks

Other Multi-Disciplinary Clinical Teams

16-25 Senior Pathway Co-Ordinators

Education Centres inc. local Colleges

Community Voluntary, Community and Social Enterprise Organisations (including cultural, religious and other community groups)

Job summary

This is a key role in promoting and improving health, wellbeing, and care outcomes for children, young people and their families, who have been identified as needing additional support, including transitional from Children's Mental Health or other support services.

The role involves engaging local based community services, to aid their mental health recovery and encourage meaningful engagement within their local community, with an emphasis on identified resources to support young individuals into adulthood such as further education, volunteering, and other life skills. This includes providing Early Intervention strategies and signposting to ensure needs are met.

The role also involves carrying out brief assessments with prospective clients who have been identified as requiring support from our service, signposting to agreed and appropriate community resources, making additional referrals, escalating any identified safety or safeguarding concerns appropriately, and feeding back as necessary to the wider team.

A key part of the role is to develop a live register of assets in the community that could be useful to people on the caseload who would benefit and to work with other post-holders on a system-wide asset-based register, as well as fostering strong relationships and keeping the lines of communication open with our community partners paying specific interest to those that are relevant and of benefit to the age of 18 and meeting cultural needs where applicable.

The role will also involve working alongside a new and evolving team of Adult 16-25 Senior Pathway Co-Ordinators, to both support young individuals with their recovery and subsequent discharge from services or work in partnership to ensure a smooth transition into adult services when required.

Key Result Areas & Performance:

- Create an assessment tool for brief intervention to identify needs
- Identify existing community / voluntary organisations working to improve mental health and well-being for children and young people to signpost and advise
- Supervise and line manage Link Workers (0.2WTE) to develop a system for assessment and tracking
- Support clients to understand the range of options available to them in the community and how to escalate to Specialist CAMHS where needed
- Ensure clients are supported to make choices and access the services identified
- Oversee a case load of specific clients, and act as a contact for these clients and any related professionals and members of the client's network of support, in accordance with clients' consent and data protection policies
- Document client work and ensure that it is recorded in appropriate electronic records
- Respond to crisis, safeguarding, and domestic violence incidents effectively, seeking advice and escalating concerns where appropriate to your clinical line manager
- Work closely with Ealing CAMHS teams to ensure good communication and information sharing
- Work in partnership with the Integrated Youth Service to identify young people for support
- Work under guidance to resolve and respond to complaints and enquiries at the earliest opportunity
- Participate in ensuring an up-to date information resource on services and resources is available for clients, GPs and the wider CAMHS team to support clients to access mainstream activities, social and cultural groups etc.
- Work collaboratively with colleagues from within the Trust, Local Authority, other Health partners and GPs to support the smooth and integrated running of the CAMH Service
- Ensure the gathering and inputting of accurate information on client contacts and outcomes of those worked with
- Ensure a committed working towards activity and performance targets set by your Manager
- Induct, support and coach volunteers / CWP's

General Information:

- Be proactive in developing strong links with local agencies and community groups. In particular, to work with other post holders working in other areas of health to create bigger networks of resources where appropriate

- Identify appropriate sources of support for clients and provide support for them to access those resources
- Support community groups to adapt provision in order to support people's mental health needs
- Work with individuals to co-produce a simple personalised support plan, based on the person's strengths, priorities, interests, values and motivations

Professional development (Discipline specific)

- Work with your manager to undertake continual personal and professional development, taking an active part in reviewing and developing the role and responsibilities.
- Work with your manager to access regular supervision to enable you to deal effectively with issues arising in your role.

Miscellaneous

- Work as part of the team to seek feedback and continually improve the service
- Undertaken any tasks consistent with the level of the post and scope of the role, ensuring that work is delivered effectively.

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.

- Work within the context of the wider organisation and participate in internal and external meetings as required.
- Work alongside partner staff as an integrated team and participate in related internal and external meetings as required by your Manager.
- Work to West London NHS Trust policies, procedures and guidance.
- Work in accordance with CAMHS policies, procedures, plans and guidance.
- Be accountable for all aspects of your work to your line manager through supervision.
- Undergo such training and qualification as is consistent with the satisfactory performance in the post.
- Perform other duties as reasonably required by your line manager.
- Overtime is not paid, but time off in lieu may be granted.

- The hours of work per week are 37.5 that will be worked between 09.00 – 17.00 with a half hour (unpaid) lunch break.
- Annual leave entitlement is initially 27 days plus public holidays (pro-rata for part-time staff).

All West London NHS Trust job descriptions may be subject to periodic review.

General

All staff are expected to:

- Recognise changes in circumstances promptly and adjust plans and activities accordingly
- Find practical ways to overcome barriers
- Present information clearly, concisely, accurately and in ways that promote understanding
- Assist in creating a sense of common purpose
- Make best use of available resources and proactively seek new sources of support and advice when necessary
- Act within the limits of their own authority
- Be vigilant for potential risks and hazards
- Take pride in delivering high quality work
- Take personal responsibility for making things happen
- Take personal responsibility for effectively communicating with service users, members of their work team, managers and other work groups
- Consult with their work group about matters which directly affect their work
- Deal with service user complaints

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. 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 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

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.

Health & safety

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.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. 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. 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.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers 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.

Infection Control

Post holders employed to work in a role where entry to a care home setting, are required to demonstrate they have received the full course of COVID vaccination including any recommended booster doses. This will be a conditional requirement of employment which will need to be satisfied ahead of employment commencing.

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.

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. 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 and its stakeholders.

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

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should

ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

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 and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

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.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.

Person specification

	Criteria	Essential	Desirable	Assessment Method
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Qualifications	Demonstrable commitment to professional and personal development appropriate to the role in order to ensure competency and the execution of best clinical practice.		D	
	NVQ level 3 or working towards an equivalent qualification in a relevant subject area or demonstrable equivalent experience		D	

Experience	<p>Experience of 1:1 client work</p> <p>One year or more experience of working or volunteering in mental health services</p> <p>Experience of partnership/collaborative working and of building relationships across organisations</p> <p>Experience of managing staff and providing clinical supervision</p>	E		
	<p>Experience of working alongside or supervising volunteers</p> <p>Experience of working in a community development context or similar</p> <p>Experience and desire to work with children and young people</p>	E		

<p>Knowledge</p>	<p>Knowledge of the local community</p> <p>A good broad understanding of mental health challenges in CAMHS</p> <p>A good awareness of different models of understanding of mental health</p> <p>A good awareness of current issues in policy and practice in mental health</p> <p>A good understanding of primary, secondary care and third sector mental health services</p> <p>Thorough understanding of co-production and recovery principles</p> <p>Thorough understanding of the principles of good customer service</p> <p>Thorough understanding of good practice in person-centred client work</p> <p>Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services</p> <p>An understanding of the principles of good partnership working</p> <p>Good level of computer skills with knowledge of Word and Excel and ability to input information, use an email system and produce simple plans/reports</p>			
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Skills	<p>Ability to work at evenings and weekends, sometimes at short notice, when required to meet work demands</p> <p>Ability to implement equal opportunities through anti-discriminatory practice</p> <p>Strengths-based recovery approach to client work and person centred practice</p> <p>Ability to maintain confidentiality</p> <p>Ability to demonstrate personal accountability for your work to your manager</p>			
Other Requirements				

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.

The recruitment schedule is as shown below:

Event	Timescale
Closing date for advert	
Shortlisting	
Stakeholder event	
Interview date	

Visiting arrangement

For more information or an informal discussion please contact XX, Job Title, by emailing XX or phone xxxx