

## JOB DETAILS:

Job Title:	ASCC Support, Time and Recovery Worker (STR)
Band:	Band 3
Directorate:	Mental Health and Learning Disabilities
Department:	Assessment and Support in Custody and Courts
Base:	Mallard Court, Bridgwater
Responsible for:	Supporting ASCC in Police custody and courts.
Responsible to:	ASCC Team Manager

## Department Core Purpose

The team is part of NHS England's national liaison and diversion programme (and in partnership with Avon and Wiltshire Partnership, provides the Advice & Support in Custody & Courts service to the wider Avon and Somerset police area). The team's primary role is to complete mental health and other vulnerability assessments in criminal justice settings and identify unmet needs with a view to referring on to a range of relevant health and social care services. The team routinely share relevant information with criminal justice agencies (where consent has been obtained) to ensure that wherever individuals are in the criminal justice system, their mental health needs and information about other vulnerabilities are known, enabling the police and courts to make informed decisions about charging and sentencing. The advertised role will form part of an extensive, close working multidisciplinary team, who will provide high quality, psychologically informed, risk managed care for a cohort of patients with complex mental health and other vulnerability needs.

## Job Purpose

To encourage, inspire, motivate and assist service users and vulnerable youths, working alongside them and other support staff, team members and external agencies to promote their wellbeing and enable them to engage with appropriate community services.

The post holder will be an experienced Support, Time and Recovery worker (STR) who will work with a patient cohort who will focus on providing appropriate, effective interventions and sign posting to people with various vulnerabilities affecting their offending behaviour. You will also liaise with their carers (including friends and relatives) and their supporters in the community as required, enabling and assisting them to meet daily health, social care



and well-being needs, in line with personal recovery goals, and facilitating engagement with mainstream services.

The STR role will provide information, advice, support, and encouragement to current service users in contact with the ASCC predominantly in Custody, but also Magistrates and Crown Court if required, acting as a role model and utilising their professional and life experiences to facilitate engagement and recovery.

You will support service users to identify their needs and support them to engage with community services enabling them to meet their goals and reduce the risk of future offending behaviour. You will build links with, and liaise with external agencies to work together in collaborative approach to meet the needs of the service user and have the individual service user's needs to the fore at all times, working to the recovery model to support the service user to work towards their identified goals, away from a criminal justice setting.

**Date of Job Description: November 2023**



## **Duties and Responsibilities**

### **Communication and Key Working Relationships**

- To be able to take direction from wider clinical team in facilitating all vulnerability approach to the assessment and sign posting of patients in Custody and Courts.
- Attend relevant department and ward meetings as directed.
- Promote and maintain effective communication with people in order to build and sustain positive working relationships with colleagues, Peer Support Volunteers, individuals, families and carers, Courts, Police, Probation and other agencies.

### **Planning and Organisation**

- Manages own work and allocated referrals and implement assessment of vulnerabilities in line with current evidence, acting relative to an individual's health and care needs with signposting and onward referrals.
- Uses a high level of communication skills with sensitivity when working with clients and families/carers.
- To maintain safe, effective, and timely clinical records.
- To manage own time effectively.

### **Analytics**

- Participates in providing regular data collection monitoring and evaluation reports to the trust and in line with local and national requirements.
- Maintains accurate and up to date clinical records in line with Trust policy.

### **Responsibility for Patient / Client Care, Treatment & Therapy**

Applies an ability to build strong relationships:

This involves:

- Facilitating access to care and sources of support
- Personal recovery focused approaches
- Facilitating and supporting a person to make personal changes that increase the chances of a good recovery and a 'life worth living'.
- Contribute to the protection of individuals from abuse and harm in line with local safeguarding policies and procedures, by recognising and reporting any signs that may indicate an individual is at risk of neglecting or harming themselves, or at risk from others, and by participating in processes with other agencies to keep individuals safe.

### **Policy, Service, Research & Development Responsibility**

- Promotes and advocates Equality, Diversity and Inclusion (EDI).
- Proactively makes recommendations to improve the quality of service delivery.
- Maintains an awareness of current trends within the area of practice and within local and national guidance.
- Keeps up to date with relevant NHS guidance and protocols.
- Contribute to relevant projects in relation to service needs.
- Adhere to the relevant Code of Conduct
- Comply with all relevant Policies and Procedures in exercising the duties of the role

### **Responsibility for Finance, Equipment & Other Resources**

- Has no direct responsibility for finance.
- Post holder has responsibility for security of confidential information and equipment in base.
- Post holder has responsibility for the security of equipment provided to promote flexible working.

### **Responsibility for Supervision, Leadership & Management**

- Promotes effective inter-professional and multi-disciplinary team working with peers, colleagues and staff from other agencies and provides appropriate leadership within the scope of the role.

### **Information Resources & Administrative Duties**

- The post holder will be required to have excellent IT skills.
- Ensure accurate records are kept in relation to patient contact and interventions



(RiO and NICHE)

- Support digital innovation opportunities for improving clinical (checks or interventions) and data capture for reporting.

**Any Other Specific Tasks Required**

- The post holder must work within the organisations manual handling policy. Physical activity will be required for short periods of time in any span of duty.
- The post holder may be required to support anxious or distressed patients and relatives. and may be subject to challenging behaviour.
- Awareness and management of environmental risks when working with individuals.



## **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 changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the General Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role



## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the General Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<p><b><u>QUALIFICATIONS &amp; TRAINING</u></b>  <b><u>Evidence of Qualifications required</u></b></p> <p>NVQ 3 Promoting Independence or Health based equivalent, or willing to undertake full training to achieve this standard.</p>	E	Interview & Application form
<p><b><u>KNOWLEDGE</u></b></p> <p>Knowledge and understanding of a wide range of mental health conditions and awareness of vulnerabilities impacting on offending behaviours.</p> <p>Knowledge of how to deal sensitively with distress, disturbance and unpredictability.</p>	E  E	Interview & Application form
<p><b><u>EXPERIENCE</u></b></p> <p>Experience of working with people e.g. in a caring situation, dealing with the general public.</p> <p>Experience of working in community settings.</p> <p>Previous experience of caring for people who have experienced trauma and vulnerabilities.</p> <p>Experience of working within criminal justice services (Police, Probation, Courts, etc).</p>	E  E  E  D	Interview & Application form
<p><b><u>SKILLS &amp; ABILITIES</u></b></p> <p>Ability to work independently in lone working situations.</p> <p>Good time-keeping skills</p> <p>A confident team player</p> <p>Ability to work in a multi-disciplinary and multi- agency environment</p> <p>Good verbal communication skills</p> <p>Problem-solving skills – a ‘common sense’ approach - able to think and act calmly</p> <p>Good observational skills</p>	E  E E  E  E E	Interview & Application form



Open minded toward others and non-judgmental - empathic, compassionate and patient	E	
Basic IT awareness	E	
Good written communication skills	E	
	E	
<b>COMMUNICATION SKILLS</b>		<b>Interview &amp; Application form</b>
Evidence of a good standard of Literacy / English language skills	E	
Able to clearly report clinical concerns with the wider MDT	E	
<b>PLANNING &amp; ORGANISING SKILLS</b>		
Able to prioritise workload and manage own diary	E	
<b>PERSONAL QUALITIES</b>		<b>Interview &amp; Application form</b>
Enthusiastic, proactive with an ability to tolerate a range of challenging situations	E	
Ability to build collaborative therapeutic relationships	E	
A commitment to Continued Professional Development	E	
A commitment to anti- discriminative practices and equal opportunities		
<b>OTHER</b>		
Willingness to use technology to improve standards of care and support to our patients	E	
	E	
Able to work flexibly across the SWPC region	E	
A full current driving licence		
Access to own private transport and willing to travel	E	
<b>SUPPORTING BEHAVIOURS</b>		
To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values.		
<ul style="list-style-type: none"> <li>• Kindness</li> <li>• Respect</li> <li>• Teamwork</li> </ul>		



## SUPPLIMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions		X	
Working in physically cramped conditions		X	
Lifting weights, equipment or patients with mechanical aids		X	
Lifting or weights / equipment without mechanical aids		X	
Moving patients without mechanical aids		X	
Making repetitive movements		X	
Climbing or crawling		X	
Manipulating objects		X	
Manual digging		X	
Running		X	
Standing / sitting with limited scope for movements for long periods of time	X		On occasion, if with a client
Kneeling, crouching, twisting, bending or stretching		X	
Standing / walking for substantial periods of time	X		On occasion, if with a client
Heavy duty cleaning		X	
Pushing / pulling trolleys or similar		X	
Working at heights		X	
Restraint ie: jobs requiring training / certification in physical interventions	X		PMVA level 2
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another ( give examples)	X		May need to be able to respond to any urgent calls or enquiries.
Carry out formal student / trainee assessments		x	
Carry out clinical / social care interventions	X		
Analyse statistics		X	



Operate equipment / machinery		X	
Give evidence in a court / tribunal / formal hearings	X		May on occasion be asked to attend court with support
Attend meetings (describe role)	X		As a member of the MDT
Carry out screening tests / microscope work		X	
Prepare detailed reports		x	
Check documents		x	
Drive a vehicle	X		Will be required to undertake travel across the county and south west region
Carry out calculations		x	
Carry out clinical diagnosis		X	
Carry out non-clinical fault finding		X	
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events	X		Due to nature of clinical area, this may occur
Giving unwelcome news to patients / clients / carers / staff	X		Due to nature of clinical area, this may occur
Caring for the terminally ill		X	
Dealing with difficult situations / circumstances	X		Due to nature of clinical area, this may occur
Designated to provide emotional support to front line staff		X	
Communicating life changing events	X		Due to nature of clinical area, this may occur
Dealing with people with challenging behaviour	X		Due to nature of clinical area, this may occur
Arriving at the scene of a serious incident	X		Due to nature of clinical area, this may occur rarely
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather		X	
Excessive temperatures		X	
Unpleasant smells or odours	X		Due to nature of clinical area, this may occur
Noxious fumes		X	
Excessive noise &/or vibration		X	



Use of VDU more or less continuously	X		For admin based duties
Unpleasant substances / non household waste		X	
Infectious Material / Foul linen		X	
Body fluids, faeces, vomit	X		Due to nature of clinical area, this may occur rarely
Dust / Dirt		X	
Humidity		X	
Contaminated equipment or work areas		X	
Driving / being driven in <b>Normal</b> situations	X		
Driving / being driven in <b>Emergency</b> situations		X	
Fleas or Lice	X		Due to nature of clinical area, this may occur rarely
Exposure to dangerous chemicals / substances in / not in containers		X	
Exposure to Aggressive Verbal behaviour	X		Due to nature of clinical area, this may occur
Exposure to Aggressive Physical behaviour	x		Due to nature of clinical area, this may occur rarely



**Department Organisational Chart**

Head of Service

Operational Service Manager  
 Forensic Service

OPD  
 & IRRMS

Lead Forensic Psychologist  
 Psychologist  
 Occupational Therapist  
 Assistant Psychologist  
 Engagement Worker

Advice, Support in  
 custody & Court (ASCC)

Team Manager  
 Clinical Lead  
 MDT team of 20,

Specialist Forensic  
 Community Team  
 (SFCT)

Team Manager  
 Consultant Psychiatrist  
 Lead Psychologist  
 Forensic Psychologist  
 Lead Nurse  
 Lead Social Worker  
 4 x CCO's  
 Case Officer  
**Support workers x 2**  
**(advertised role)**  
 Employment Specialist  
 Peer Support  
 Team Admin

Community  
 Forensic Service

Team Manager /  
 Deputy Ops manager  
 3x Forensic Locality  
 Leads  
 Team Admin



### Department Core Purpose

The Forensic Service provides support and intervention for service users in Somerset who experience mental health difficulties and are in contact with the criminal justice system, or who present with significant risks to others.

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### Job Profile Agreement

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			