

## JOB DESCRIPTION

**Title:** FEP/ EIP Care Coordinator (CPN/ Social Worker/ OT)

**Band:** Band 6

**Directorate:** Adult Mental Health

**Responsible to:** Clinical Nurse Specialist/ Senior Social worker/Team Leader

**Accountable to:** Service Manager

**Base:** Stevenage



## **Hertfordshire Partnerships University Foundation Trust**

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.□
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk,□ North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.□

### **Our Services**

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health□
- Acute and Rehabilitation Services including inpatient services and crisis team□
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit□
- Learning Disability and Forensic Services□

### **Our Mission**

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing□
- Keeps people safe from avoidable harm□

- Is effective and ensures the very best clinical and individual recovery outcomes□
- Provides the best possible experience□

## Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

***“Delivering great care, achieving great outcomes - together”***

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always□
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them□
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’□

## Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

	we are...	you feel...
Our Values	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

### Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff

### Job Summary:

The post holder will work as a member of the multi-disciplinary Community Team, will be responsible for the clinical and operational day to day service delivery, providing a high quality bio, psycho, social care service to adults of all ages having First Episode Psychosis. The core functions are to provide assessment, care planning and care co- ordination, including care programme approach, within a framework of recovery which embraces each individual’s right to choice and control.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

You may be responsible for supervision, development and teaching of junior staff and/or students as delegated by the team manager.

### **Job Responsibilities:**

- To plan and deliver treatment interventions in line with Best Practice and local and National Guidelines.
- To plan and deliver Family Interventions for psychosis (Flp), in line with best practice.
- To plan and deliver Family & Friends Education & Support Group, in line with best practice
- To undertake comprehensive assessments and reviews, ensuring people meet eligibility criteria using social outcome assessment, and are assessed using the self-directed support Needs Outcome Assessment (NOA) process.
- To undertake such reviews as part of an integrated assessment of people's health and social care needs.
- To offer direct support and advice to service users and their carers, through information and advice and ensure that those who do not meet social outcome assessment criteria are appropriately signposted and supported.
- To ensure appropriate health and social care services are commissioned with and on behalf of service users, including the duty to offer direct payment, and that processes are in place for service users to be charged by the local authority for all social care services.
- To liaise and negotiate with other agencies e.g. Adult Care Services, Children Schools and Families, Benefit Agency, Housing Authorities and providers etc., for joint planning with, or on behalf of, service users.
- To undertake post qualifying and other appropriate training to ensure high standards of practice and continuation of own professional registration. .
- To participate in regular supervision.
- To adhere to Trust policies and procedures.
- To carry out any other duties identified by your line manager.

### **Working Relationships and Communication Requirements of the Job**

- Work as a member of a multidisciplinary Team, and develop positive working relationships and clear communications with MDT and other professionals.
- Work in partnership with service users and carers and with a range of stakeholders within and outside the Trust. Provide effective liaison/communication throughout the care pathway.
- Demonstrate the principles of dignity and respect focussing on personalisation including ensuring choice and control.
- Receive and share highly complex, sensitive, contentious information about service users and carers with multi professionals and other key stakeholders within and outside the Trust. Information will include assessments and details of risk and may be conveyed in a hostile or highly emotive atmosphere.

### **Leadership and Staff Management Responsibility**

- Provide effective professional supervision/mentorship to junior staff and students, assessing proficiencies of practice as required.
- Professionally accountable for own activities and duties.

- Maintain own Professional Registration and development.
- Actively participate in and seek clinical and professional supervision and appraisal in line with organisational policy

### **Financial Responsibility**

- Ensure effective and economic use of resources available
- Comply with the relevant Trust and service financial policies and procedures
- Handle cash and valuables for service users as required.
- Act as an agent for appointeeship and handle service user resources in accordance with legislation.
- Ensure local authority charging policies (Regarding support/ care packages) are carried out and enforced.

### **Service Development and Improvement**

- Implement policy within specialist areas and other departmental and Trust wide policies, including local authority policies as appropriate.
- Remain up to date concerning relevant clinical, social and legal issues.
- Be aware of relevant research findings and assist the Team Leader in the development of the team, incorporating evidence based practice.
- Adhere to quality initiatives compatible with national targets and local standards applicable to practice.
- To be involved in the development and use of quality assurance systems contributing to and participating in audits/outcomes, evaluation and lesson learning.

### **Analytical and Judgmental Skills**

- Assess needs and outcomes and analyse a wide range of information in relation to service users and carers.
- Formulate a care plan and risk assessment, review its effectiveness and re-plan using evidence based interventions to best effect in partnership with the service user.
- Expected to identify and respond to acute presentations in order to manage risk and promote the safety and well-being of the service user.
- Utilise clinical judgement to evaluate service user's physical and psychological responses to treatment.
- Initiate, plan and deliver effective risk management systems within the clinical area.
- Ensure a consistent and timely response to safeguarding cases in line with departmental procedures.
- Provide a responsive effective service to individuals in crisis.

### **Planning and Organisational Skills**

- Plan, organise and prioritise resources and tasks on a daily basis to meet service and organisational needs.
- Take a leading role in the day to day management of the service, supporting the Team Leader and other colleagues.
- Act as a Care Coordinator ensuring high quality care delivery at all times.
- Take a leading role in designated projects/service development as allocated
- Support the line manager/service line lead in the effective and timely management of complaints and serious untoward incidents.

- Identify the training needs of junior staff highlighting this to the Team Leader. Develop and deliver training to others as needed.

### **Physical Working Conditions and Environment**

- Able to undertake visits in a variety of environments, within and outside Hertfordshire, including service user's own homes, acute units, residential and day units. Continually being aware of Trust Health & Safety Policies within this context.
- Able to document service user care by recording information Patient electronic record, demonstrating keyboard skills.
- To have the ability to sit with service users for extended periods of time, often within pressurised circumstances and to sustain frequent, intense concentration.
- Able to work frequently in distressing, challenging and emotionally demanding situations requiring mental effort to undertake duties effectively.
- The post holder will be expected to share office space in a hot desk arrangement and work in an open plan environment.
- The post holder may be involved (Depending on clinical background) in physical procedures including administration of oral and injectable medications, the storage and transportation of them, and the monitoring of people's physical responses to medications, such as blood pressure, glucose and weight monitoring.

### **Mental and Emotional Effort**

- Carry a clinical caseload and act as a CPA Care Coordinator, adhering to the CPA policy.
- Undertake comprehensive health needs and risk assessments (including capacity assessments) and develop a care plan (Health Action Plan) in accordance with identified needs establishing specialist course of responsibilities/actions based on Recovery Principles.
- Carry out joint assessment with other MDT as required.
- Comply with the relevant mental health and work related legislation and policy at all times.
- Provide relevant up to date evidence based information about treatment/ intervention that enables service users to make informed choices about their care.
- Make reactive recommendations as necessary when working alone in the community.
- Undertake health promotion activities with individuals and groups.
- Promote physical health and well-being by providing health checks/screen and monitoring.
- Where necessary to administer prescribed medication (Depending on clinical background) or to supervise its administration and assess the service user for desired and non-desired effects.
- Maintain robust clinical records and prepare reports as required
- Provide and facilitate specialist help and advice to other professionals agencies and carers
- Undertake Family Interventions for psychosis training
- Carry a small caseload of Flp cases
- Engage in Family Intervention for psychosis supervision
- Undertake the provision of the Family & Friends Education & Support Group

- Engage in supervision and support sessions regarding the Family & Friends Education & Support Group

## **Other**

### **Additional Information:**

**The following statement forms part of all job descriptions:-**

### **Knowledge and Skills Framework:**

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.  
*Approved outlines are available on the HPT e-ksf local library*

## **Health and Safety**

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

## **Infection Control**

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

## **Equality and Diversity**

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

## **Confidentiality**

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

## **Standards of Business Conduct and Conflicts of Interest**

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

## **Information and Records Management**

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

## **Safeguarding Adults and Children**

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

## **Organisational Change**

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

## **Flexible Working**

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

## **Health and Safety**

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

**Review:**

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

## PERSON SPECIFICATION

**Job Title:** FEP/ EIP Care Coordinator

CRITERIA	ESSENTIAL	DESIRABLE
<b>EDUCATION/ TRAINING</b> <ul style="list-style-type: none"> <li>Education to degree level or Academic qualifications equivalent (Diploma/Degree in in Mental Health Nursing /Social Work / Occupational Therapy)</li> <li>Registration with NMC/ HCPC</li> <li>Advance Training in mental health</li> <li>Approved Mental Health Professional/Best Interest Assessment training</li> </ul>	-	-
<b>EXPERIENCE AND KNOWLEDGE:</b> <ul style="list-style-type: none"> <li>Solid post- registration experience with at least one year at Band 5.</li> <li>Experience of working in acute mental health inpatient/day care services</li> </ul>	-	-

<ul style="list-style-type: none"> <li>• Experience of working in situations of crisis and emotionally demanding environments.</li> <li>• Experience and knowledge of safeguarding process; dealing with family breakdown; serious mental ill health and risk of self-harm.</li> <li>• Experience of teaching and training</li> <li>• Experience and knowledge of working in a multi-ethnic community</li> <li>• Knowledge of legislation, theory and policy in relation to relevant care group</li> <li>• Experience of undertaking assessments, focused as personalisation, choice and control, and care planning</li> <li>• Understanding and experience of personal budgets and direct payments.</li> <li>• Experience of multidisciplinary working and ability to work collaborative</li> <li>• Experience of partnership working with service users and carers, demonstrating dignity and respect</li> <li>• Ability to deal sensitively with stressful situation including; staff and organisational problems.</li> <li>• Experience of Providing Flp</li> <li>• Experience in providing carers groups</li> </ul>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p>	<p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p> <p>-</p>
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<b>COMMUNICATION SKILLS</b> <ul style="list-style-type: none"> <li>• Excellent ability to communicate with a wide range of stakeholders including service users and carers, other professional colleagues, members of other</li> </ul>	-	
<p>organisations and local communities, verbally and in writing</p> <ul style="list-style-type: none"> <li>• Experience of using electronic recording systems and ability to produce accurate, appropriate and timely reports.</li> <li>• Skills to use and give supervision effectively.</li> </ul>	-	
<b>ANALYTICAL SKILLS</b> <ul style="list-style-type: none"> <li>• Ability to analyse service users and carer information.</li> <li>• Experience of undertaking small scale audits and surveys.</li> <li>• Assessing and monitoring physical health care</li> </ul>	-	-
<b>DIVERSITY</b> <ul style="list-style-type: none"> <li>• Demonstrable ability to working sensitively with diverse needs and environments</li> <li>• Commitment to anti-discriminatory practice</li> </ul>	-  -	

<b>PHYSICAL SKILLS</b> <ul style="list-style-type: none"> <li>• Ability to visit and attend meetings at a variety of locations and environments</li> <li>• Experience of using computer</li> </ul>	-	
<b>PHYSICAL EFFORT</b> <ul style="list-style-type: none"> <li>• Ability to meet timescales and respond to crises as appropriate</li> </ul>	-	
<b>MENTAL EFFORT</b> <ul style="list-style-type: none"> <li>• Flexibility and ability to respond to a variety of tasks, and to priorities own workload</li> <li>• Ability to work flexibly across service boundaries.</li> </ul>	-	
<b>EMOTIONAL EFFORT</b> <ul style="list-style-type: none"> <li>• Ability to deal with distressing and sometimes aggressive behaviour</li> <li>• Ability to contain and work with organisational stress and ability to hold the stress of others.</li> </ul>	-	
<b>GENERAL</b> <ul style="list-style-type: none"> <li>• Experience of working in an integrated health and social care environment.</li> <li>• Confident to work autonomously in the community and use own initiative to make decisions in complex situations.</li> </ul>	-	-

**NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW**



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