

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION FORMAT

Job Title:	Criminal Justice Liaison & Diversion Practitioner. (Social Worker, Registered Mental Health Nurse/Learning Disability Nurse, Occupational Therapist or other relevant MH professional).
Grade/Band:	6
Hours:	37.5
Department:	Liaison and Diversion Service
Responsible to:	Team Leader, Liaison and Diversion and Service
Accountable to:	Operational Lead, Liaison and Diversion and Service
Base:	Hatfield Police Station

Hertfordshire Partnerships University NHS 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 around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation 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.

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 support people to live their lives to their full potential by enabling 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’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing



inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality 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.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ 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 has the responsibility of providing and enhancing services for individuals of all ages in the criminal justice system from arrest to release. They will be expected to triage and assess a person's health and social care needs with a view to diverting or referring on to other services if required. The post holder will be required to promote and support the mental health needs of service users in courts, communicating sentencing options where appropriate.

The post holder will be expected to deliver quality care as a part of a multi-disciplinary team and a multi-agency approach. Active participation in training and education of allocated learners is also required. The service also provides mental health training to allied services, including the police, courts and probation.

It is a function of this post holder to be able to identify detainees who may need to be removed from custody under S136 of the MHA and to advise the custody sergeants appropriately and where necessary, provide written evidence to support that assessment.

This post holder will provide management, supervision and guidance to band 4 staff. They will also supervise students and other team visitors when they are on police premises.

The post holder will represent the team in meetings with other agencies such as probation, police and drug and alcohol services.

Key Relationships:

The post holder is expected to work closely with police custody staff including custody sergeants and inspectors, probation staff and court and court detention staff including magistrates and legal representatives. At Crown Court the post holder will also be required to advise judges on mental health matters.

In addition we work alongside many agencies offering community provision, such as local authority housing, drug and alcohol agencies, re-settlement charities and services for forces veterans amongst others.

We have daily contact with mental health teams within Hertfordshire both in terms of liaison for current service users and referring-on new ones. We frequently have contact with MH teams and other Liaison and Diversion teams across the country.

This team is part of Learning Difficulty and Forensic SBU.

Duties and Responsibilities:

1. To provide professional/clinical advice and training to local agencies involved with mentally disordered/ vulnerable offenders.
2. In liaison with the Operational Lead, ensure that Trust policies and procedures are communicated, implemented and developed within the area.
3. In association with the Operational Lead, to ensure the learning environment for all nurses/ social workers in training is appropriate.
4. To advise the Operational Lead of all breaches of nursing/ social work professional conduct as required by the respective professional code of conduct.
5. To be responsible for updating your own knowledge of health and social care vulnerabilities relating to all ages.
6. Maintain a quality liaison and diversion service supporting fair criminal justice processes and outcomes.
7. To attend custody and court and provide quality and effective assessments and risk assessments and written reports, giving clear direction to custody and court officials regarding risk management, reasonable adjustments and special measures, when further specialist reports may be required, and when advising when diversion may need to be considered.
8. To support the provision of an 8am to 8pm seven day a week service to police custody.
9. To provide accurate reports and advice to Probation/Offender Managers at pre-sentence report stage to facilitate and expedite mental health disposals from court as required.

Clinical Responsibility

1. To establish and maintain effective and individualised nursing / social work interventions through:
 - Triage and assessment of need.
 - Clear, accurate and concise documentation of individual health and social care needs.
 - Same day report writing, planning and implementation of onward referrals.
2. To participate in the initial screening and triage and selection of potential service users by ensuring their physical/ psychological/ social and spiritual wellbeing are taken into account at all times and consider diverting to places that might meet any identified needs.
3. To participate in team meetings, initiating and discussing research, new methods/ models of care and participate in the introduction of research clinical audits or trials within the area.
4. To participate in unsocial hours and weekend rotas.
5. Seek to establish a therapeutic relationship with the service user and their family, ensure effective and confidential communication between medical, nursing and other agencies in relation to supporting safe and effective patient care and treatment by:
 - Organising and/ or participating in formal case conferences and discussions.
 - Maintain a secure system of record keeping and information exchange.
 - Observe the local lone working protocol at all times.
 - Provide initial advice and support to statutory and voluntary agencies on the clinical management of individual cases.
 - Attend to safeguarding concerns for both adults and children as required.
 - Liaison with: Police, Court, Probation, G4S, Prison Health Care, Community Mental Health Teams, Social Services, drug and alcohol services, children's services, women's centres, and related agencies within the Voluntary sector.

Leadership and Staff Management Responsibility

1. Liaison with the Operational Lead to set objectives for the delivery of care within the area and to devise ways of implementing and monitoring needs.
2. To observe localized data collection tools, and support the collation of data in an evidence-based approach, to support report writing to the Commissioners/NHS England.

3. To participate in the multi-disciplinary decision-making process, team-making and team-building.
4. To contribute to review of clinical practice in adherence to the principles of Clinical Governance.
5. Have knowledge/ understanding of the legislation and guidance likely to be encountered as part of the role e.g. Mental Health Act, Mental Capacity Act, Social Care Act, Police and Criminal Evidence Act, Children Act, The Bradley Report, NHS England Service Specification, Homelessness Prevention Act, etc.
6. Provide supervision to staff at lower bandings and students working within this team.

Any other duties as delegated by your Director or Chief Executive commensurate with the responsibilities of this post.

Financial Responsibility

Teams carry a small amount of emergency supermarket vouchers for SU use for which the holder of this role will take responsibility.

Service Development and Improvement

HPFT have a programme of continuous quality improvement. Post holders will be encouraged to take part in this process. We also aim to hold regular team building events and frequent case discussion, aimed at sharing expertise amongst the team.

Communications

The postholder will receive and share highly complex, sensitive, and contentious information about service users which will not always be clear or correct from other professionals and key stakeholders both within and outside of the Trust. It is important that the post holder can collate and evaluate information and ensure that communications clearly indicate a true account. Where specialist language is required, the post holder must be sensitive to the ability of the recipient to understand recording and communication clearly.

Information gained including details of risk may come from assessment and may be acquired in a hostile or highly emotive atmosphere. Communication may focus on issues of a highly sensitive nature, e.g. child protection, adult safeguarding, Mental Health Act assessments. The post holder is professionally accountable for information which may be shared formally, either verbally or in writing. Communication with some service users and carers may be controversial and received with hostility and/or rejection.

The post holder will be expected to communicate with a wide variety of stakeholders, including fellow colleagues within HPFT, external agencies and service users and their families. The Post holder will adhere at all times to Trust policies in relation to communication and confidentiality, particularly in relation to service user information with third parties and family members where consent has not been sought. The post holder will be expected to communicate with various parties in both a formal capacity with formal letters and informally over the phone, they will be expected to maintain their own records of these conversations.

This team has unique access to police computers and information held there. It is vital that confidentiality is maintained in this respect with an understanding of the need of risk management and public and staff safety.

Other Additional Information

The following statement forms part of all job descriptions: -

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

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose. You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

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 the Trust intranet 'HIVE').

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

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

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: Criminal Justice Liaison & Diversion Practitioner

Department: Liaison and Diversion Service

Date last reviewed: August 2023

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS/EDUCATION/TRAINING Registered Nurse for Mental Health or Learning Disability and registered with the NMC with a diploma and/or degree. Qualified Social Worker with current registration to practice in the UK. Educated to degree level or equivalent level of experience. Evidence of post qualifying training and commitment to further professional development. Relevant practice educator teaching qualification or registered nurse mentor. Best Interests Assessor.	A/I/T * * * * * *	A/I/T
PREVIOUS EXPERIENCE Previous experience working with adults who may have complex mental health needs and/or other vulnerabilities including alcohol and substance use, acquired brain injury, learning disability, autism, trauma, ADHD, etc. Understanding and undertaking assessment and management of risk. Experience of the principles of recovery, person-centred planning; safeguarding. Experience of continuous improvement. Previous experience working within L&DS and/or forensic services. Previous experience working with substance misuse services. Previous experience working with children who may have a mental disorder such as ADHD, dyslexia, dyspraxia, or who are a looked after	A/I/T * * * * * *	A/I/T

child, etc.		
QI training.		
SKILLS/KNOWLEDGE/ABILITY	A/I/T	A/I/T
Understanding of relevant legislation including the Social Care Act, Mental Health Act, Mental Capacity Act, Police and Criminal Evidence Act, Children Act, Homelessness Prevention Act.	*	
Understanding of the Bradley Report (s), the National Service Specification for the L&DS.	*	
Clear understanding of the role of L&DS within the criminal justice system both in custody and the courts.	*	
Ability to network and form and sustain effective working relationships with partner agencies.	*	
Understanding the principles and practice of leadership, supervision and management.	*	
Awareness of working within secure environments.	*	
Competent IT Skills, including use of Word and Microsoft Outlook, smartphones.	*	
Excellent communication and excellent and timely report writing skills.	*	
Ability to prioritise own and others' workload demands.	*	
An excellent understanding of the assessment and management of risk.	*	
A good understanding of Clinical Governance, data protection	*	
A full, valid driving licence and access to a car for business use, or use of a car and driver.	*	
Understanding and knowledge of other literature such as the Corston Report, the Female Offender Strategy, the NHS Long Term Plan.	*	
Experience working with RiO and Athena IT systems.		

ADDITIONAL INFORMATION	A/I/T	A/I/T
Values/Motivational/Personal Qualities/Diversity <ul style="list-style-type: none"> • Welcoming • Kind • Positive • Respectful • Professional 		

A- Application Form

I – Interview

T – Test



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