

## Job Description

Post title:	Senior Link Worker
Grade:	Band 4
Responsible to:	Clinical Lead Occupational Therapist
Operationally Responsible to:	Team Manager
Remuneration:	£29,460- 31,909 incl. HCAS
Contract:	Permanent- Full Time

### Key relationships

Internal: Service Users  
Senior Occupational Therapist  
Occupational Therapy Team  
Multi-disciplinary Clinical Team (MDT),  
Supervisor and Supervisee/s

External: Carers  
Academic Institutions  
Statutory and Voluntary Agencies

## Job Summary

To provide client-centred support service users with complex needs within the community rehabilitation service.

To be a key member of the multi-disciplinary team and the occupational therapy team, supporting service users to achieve maximum independence through the use of evidence based occupational therapy assessments and interventions.

To actively implement a framework of care, which reflects a holistic approach to service user needs, and is underpinned by relevant evidence and policy.

To work under the supervision of a senior occupational therapist, to apply clinical skills in occupational therapy assessment, intervention and evaluation, which include individual and group orientated approaches.

To contribute to the evaluation and continued development of the occupational therapy service.

To collaborate with colleagues from other professions, Peer workers, experts by experience and others both inside and outside the rehabilitation service, in order to provide a seamless and integrated service that provides the best possible outcomes for service users.

## **Main Duties and Responsibilities**

### **Clinical:**

- All interactions with service users should be underpinned with empathy and a clear understanding of the effects of disability in the areas of productivity, leisure and activities of daily living (ADL).
- All interactions should be sensitive and responsive to the service users' ethnic, cultural and social background, using a range of communication and engagement skills as appropriate to the context.
- To evaluate referrals where needed to the occupational therapy service for occupational therapy intervention, particularly identifying priorities for treatment intervention.
- To provide a comprehensive assessment, treatment planning, SMART GOAL intervention and evaluation of the identified service user group referred to link work, that includes risk assessment with particular reference to service user need within the speciality.
- To analyse, grade and adapt individual and group activities to meet the functional, environmental and vocational needs of service users.
- To plan and implement appropriate discharge, transfer and or case closure.
- To work with service users and carers as part of the multi-disciplinary team (MDT) to implement and evaluate the individual care plans.
- To apply clinical reasoning skills to effectively manage clinical caseload.
- To ensure that immediate concerns regarding service users are verbally reported to the relevant professionals and documented appropriately.
- To communicate effectively verbally, in writing or electronically with all relevant MDT members, service users, carers, voluntary and statutory agencies, being mindful of confidentiality.
- To work as an active member of the MDT, understanding profession specific roles and attending relevant clinical and case planning meetings.
- To use a range of standardised and non-standardised assessment and treatment approaches and media in response to individual need appropriate to the relevant model of practice.
- To monitor, evaluate and modify treatment for service users with multiple needs in order to measure progress and ensure effective intervention.

- To collaborate with non-clinically qualified support staff regarding clinical caseload and provide necessary support on clinical issues.
- To facilitate clinical sessions with occupational therapists, other professionals and, other agencies.
- To manage a link worker caseload within level of competency.

#### **Administration/Management:**

- To maintain accurate, clear and concise clinical records and provide verbal and written reports to the clinical team and other relevant parties, adhering to local procedures and professional standards and codes of ethics as related to documentation.
- To participate in one's own PDR and inform line management of training and development needs identified.
- To take responsibility for facilitating identified learning forums for qualified staff and support staff.
- To observe and apply relevant health, safety and security procedures, to ensure a safe working environment with particular reference to the treatment setting
- To maintain and report accurate statistical data and information as required.
- To accept to lead on specific projects as agreed with the professional lead occupational therapist in relation to development of service, the individual's role and clinical governance.
- To take a share of departmental organisation and administrative duties including responsibility for areas of stock control and petty cash when required.
- To attend and participate in all appropriate meetings and forums as agreed with line manager/supervisor.
- In conjunction with the occupational therapy team, participate in development of the occupational therapy service including quality improvement, research and audit.
- To contribute to multi-disciplinary service developments in allocated clinical area using occupational therapy knowledge.
- To contribute to the interpretation and implementation of national initiatives and policies within the local setting in line with trust and local government guidance.

#### **Professional Development:**

- To actively identify own continued professional development related to Trust PDR requirements
- To take active responsibility to ensure that supervision needs are met using reflective practice that relates to clinical practice.
- To actively participate and reflect in supervision regarding the exposure to distressing and emotional aspects of the work and how this affects clinical practice and ensure professional boundaries are maintained.

- To participate in occupational therapy service, directorate and trust-led training initiatives and share these with the team on return.
- To make use of resources available to increase and update knowledge and skills of link work in clinical practice, including critically evaluating and applying relevant research to clinical practice and disseminate within teams.
- To take responsibility for the education of non-clinically qualified staff as relevant to level of experience.

**General:**

- To complete, record attendance and participation in Trust and Secondary Induction.
- To ensure that mandatory training is kept up to date.
- To educate other professionals, carers and clients about link work as a specific intervention.
- To understand and adhere to policies and procedures of the department, team, directorate and Trust.
- To ensure that links with statutory and voluntary agencies are maintained.
- To be a role model of professional behaviour and practice.
- To exercise good personal time management, punctuality and consistent reliable attendance.
- To undertake any other duties commensurate to the grade, which may be required from time to time, to ensure the smooth running of the service as directed by the head occupational therapist or manager of service.

**This is a description of the main duties and responsibilities of the post and as such is not intended to be exhaustive. The job description will be periodically reviewed and changed with prior consultation from time to time.**

**General Information****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.

**General**

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.

- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- 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 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### **Data Protection Act**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

All staff are required to conform with the EU General Data Protection Regulation (GDPR)(2018).

### **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.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

### **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

### **Health & safety**

All staff must comply with all Trust Health & Safety Policies and Procedures. 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.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work. Including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

### **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation 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.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control

policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **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. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **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**

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, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

### **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, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable.

We positively welcome applications from people with a lived experience of either mental health conditions or learning disabilities and people who represent diverse communities.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

### **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.

### **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy.

## Person Specification

Criteria	Essential	Desirable	Assessment Method
<b>Qualifications</b>	GCSE English and Maths  NVQ level 3 in relevant topic or equivalent	Can demonstrate awareness of and competence in:	A
<b>Experience</b>	Experience of 1:1 client work  One year or more experience of working or volunteering in mental health services  Experience of partnership/collaborative working and of building relationships across organisations  Experience of Group facilitation  Experience of carrying out SMART Goal interventions	Experience of working alongside or supervising volunteers  Experience of working in a community development context or similar	A,I
<b>Knowledge</b>	An understanding of the principles and philosophies of recovery oriented work and meaningful occupation  An understanding of co-production  Knowledge of or a willingness to develop awareness of community resource and local opportunities for work and leisure pursuits  An understanding of the issues affecting service users' motivation  Ability to work with service users in goal setting, confidence building and the ability to remain hopeful for the people you are working with  An understanding of the importance of service user involvement in their own care and care plan  An understanding of the principles of good partnership working  Thorough understanding of equal opportunities with particular emphasis on how it applies to users of mental health services  Health, safety and risk awareness	A good awareness of current issues in policy and practice in mental health  A good understanding of primary, secondary care and third sector mental health services	A,I

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<p><b>Skills</b></p>	<p>Ability to work with individuals and groups</p> <p>Ability to work with service users with unpredictable behaviour patterns</p> <p>Ability to listen, empathise and provide person-centred support in a non-judgemental way</p> <p>Ability to take responsibility for key clients</p> <p>Ability to organise, plan and prioritise workload on own initiative</p> <p>Ability to work flexibly and cooperatively, balancing multiple responsibilities</p> <p>Ability to problem solve, work independently and under supervision as part of a team</p> <p>Ability to communicate effectively, both verbally and in writing, with strong interpersonal skills</p> <p>Ability to handle formal and informal disputes and complaints constructively</p> <p>Ability to implement equal opportunities through anti-discriminatory practice</p> <p>Ability to show 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> <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> <p>Ability to build rapport with service users, carers and colleagues</p> <p>Ability to manage your own stress in a busy and demanding environment</p>	<p>Group facilitator skills</p> <p>Ability to reflect and critically appraise own performance</p>	
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<b>Other Requirements</b>	Ability to reflect, identify and take responsibility for continuing professional development needs  Understand the need for and actively participates in own supervision and constructive use of feedback  High levels of initiative, innovation and self-motivation  Commitment to client-centred, non-discriminatory practice		
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### Assessment Key

- A Application
- I Interview

## How to Apply

Applications should be submitted 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 Linda Mabrouk, Clinical Lead Occupational Therapist, by emailing [linda.mabrouk@westlondon.nhs.uk](mailto:linda.mabrouk@westlondon.nhs.uk) or phone 07907 574215

### 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.