

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Associate Mental Health Worker – Child and Young Peoples Day Programme
Band:	4
Department:	Eating Disorders, Specialist Services
Location and mobility:	Arc Day Programme, Verney House, 1 Hollywood Rd, London, SW10 9HT
Accountable to:	Service Manager, Eating Disorders Service
Responsible to:	Day Programme Manager, Eating Disorders Service

WORKING RELATIONSHIPS:

Internal:	Day Programme team, service users and carers; the Eating Disorders Community team; Specialist Services and Trust directorates
External:	Other NHS team or agencies involved in client's care including their (e.g., GP, Community Mental Health team etc.), clients and client's carers

JOB SUMMARY:

The post holder will work as a member of the day programme which has both young people and carers attend. The day programme is build-up of a multidisciplinary team, the programme is three weeks with the extension of up to 6 weeks. The family based programme is designed to provide medical intervention to service-users diagnosed with an eating disorder and at risk of refeeding syndrome and or a general paediatric admission or tier 4 inpatient admission.

The post holder will be responsible for participating and assisting in the delivery of care/services to patients as part of the day programme team, working under direct supervision of a registered member of staff. The post holder will provide supportive care interventions to a caseload of young people and carers as allocated by day programme manage. They will be responsible for carrying out practical tasks including physical monitoring, meals supporting and coaching, and providing therapeutic support, which may also include facilitating groups, identified as part of the patient's care plan. The post holder will receive regular clinical supervision and partake in reflective practice/training on a regular basis.

The post holder will be expected to work with the wider multi-disciplinary team as well as with service-user's families, carers and other health care and allied professionals, both internal and external.

MAIN TASKS AND RESPONSIBILITIES:

- Undertake basic physical monitoring e.g., vital signs, blood sugar monitoring and venepuncture for service-users.
- Undertake a range of duties which involve direct patient care, including running of therapeutic groups and offering meal support, with supervision following competency assessment.
- Assist in the coordination of care delivery for a case load of service users, under the supervision of a registered professional, in close collaboration with the Directorate, psychiatric multidisciplinary team, service users and other community agencies.
- Work independently with clients, with regular supervision from qualified staff that supervise the caseload.
- Contribute to the monitoring of the physical environment ensuring that it is safe and conducive to the therapeutic work of the unit/community setting.
- Have informed knowledge and understanding in the psychological, social, physical and spiritual needs of all service users.
- Actively participate in the care and rehabilitation of service users as per the plan of care determined by registered practitioners.
- Maintain clear, timely and comprehensive written clinical records on all patients in accordance with Trust policies.
- Utilising IT skills and knowledge to access and input clinical information and data to the Trust Electronic System (systemone) and Local Authority IT system.
- Using the Care Programme Approach assess service users' health and social care needs.
- Contribute towards the delivery of care using the recovery approach to provide therapeutic interventions under supervision by means of assessment and ongoing treatment in various settings.
- To be familiar with factors that cause mental illness and preferred treatment methods.
- Support the assessment and management of patient care needs through initial data collection, monitoring of patients progress, feedback, discussion, and reports and in reviews with the clinical team.
- Work in an effective and organized manner, demonstrating good time management and organizational skills to effectively deliver person-centered care.
- To effectively communicate and work with service-users with diverse and complex needs.
- Provide information on health promotion and healthy living

- To provide concise feedback and communicate treatment plans to other members of the multidisciplinary team and to work in collaboration with other disciplines and staff in clinical work.
- To prompt and motivate the clients to attend and participate in IOP sessions.
- To maintain a flexible approach to sessions, modifying activities according to the fluctuating clinical presentation of individual clients and the needs of the service.
- To actively contribute to the multidisciplinary teams' risk assessment process and obtain agreement from the team before engaging clients in any activity that may require therapeutic risk taking.
- To participate in supervision in line with service policy.
- Have an awareness of the Mental Health Act 1983 amended 2007 in particular Part 3 of the Act and other legislations such as Safe Guiding Children, Adults, DOLS, Mental Capacity Act 2005 and others relating to care of service users in the community.
- Provide patients and their carers with a service that is culturally sensitive and gives due consideration to any special needs.
- To undertake and aid in the organisation of the day-to-day smooth running of department.
- Contributes towards the ongoing quality of service and care and identifies any risk issues in relation to the patients/ client's health and social care.
- To be able to work and travel across a geographical area or across integrated teams.

COMMUNICATION

- Maintain confidentiality of Information in accordance with Trust Confidentiality Code of Practice Policy
- Contribute to the effective communication process of service users, carers, family, friends and staff colleagues.
- Communicates appropriate information to and from other department/ service areas as required.
- To attend and participate in team meetings and contribute ideas to the multi- professional team.
- To use and complete care plans and pathway documents appropriately.

ADMINISTRATION

- To aid in maintenance of a safe environment for patients, visitors and staff
- Monitor and maintain cleanliness of the service area.
- Monitor and maintain stock levels.

HEALTH AND SAFETY

- Contribute to the requirements of the Health and Safety at Work Act 1974 and Trust Data Protection Act Policy
- To ensure safe working practices and environment
- To report all hazards, real and potential without delay in line with trust policy
- To ensure appropriate use, maintenance, cleanliness, replacement and storage of all material and equipment
- To abide by local policies and procedures with relation to health and safety

PERSONNEL/EDUCATION AND TRAINING

- To adhere to all Trust policies and procedures
- To be aware of the Trust Policy on the Code of Conduct.
- To attend and participate in regular personal development, supervision, action plans and appraisal systems with line manager.
- To attend all mandatory training as required by Trust policies.
- To attend appropriate training courses and keep up to date with developments within the practice area.
- Williness to attend training programme commission by the trust.

MOBILITY

As an employee of this organisation, you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

HEALTH and SAFETY

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

INFECTION CONTROL

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

RISK MANAGEMENT

All staff have 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.

HEALTH PROMOTION

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g., food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

FLEXIBLE WORKING

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered.

SMOKING

Barnet, Enfield & Haringey Mental Health NHS Trust has a smoke free policy. Smoking will not be permitted on any Trust premises (including the grounds that those premises are sited on) or in any Trust-owned vehicle. Applicants should be aware that it will not be possible to smoke throughout working hours.

EQUAL OPPORTUNITIES

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

POLICIES AND PROCEDURES

All employees, at all times are subject to the policies and procedures of this Organisation.

SAFEGUARDING CHILDREN & VULNERABLE ADULTS

Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

DATA PROTECTION

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

CONFIDENTIALITY

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need-to-know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the seven-information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Everyone must justify the purpose(s) for which patient-identifiable information is used

2. Do not use patient-identifiable information unless it is absolutely necessary
3. Only use the minimum necessary for the purpose
4. Access to patient-identifiable information should be on a strict “need to know” basis
5. Everyone with access to patient-identifiable information should be aware of their responsibilities
6. Everyone with access to patient identifiable information should understand and comply with Data Protection and Security legislation
7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to act in accordance with the rules and regulations as described in the organisation’s Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

MANDATORY TRAINING

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

SATISFACTORY CLEARANCES

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

PROFESSIONAL REGISTRATION

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

The Eating Disorders Service (EDS), based at St Ann’s Hospital in Haringey, is part of the Specialist Service Line of Barnet, Enfield and Haringey Mental Health NHS Trust. It is a substantial, well-established facility with a regional catchment area that offers a specialist service to adults (18 years upwards) with a primary eating disorder. The EDS provides a service for the three local boroughs of Haringey, Barnet and Enfield as well Camden, Islington, City & Hackney, Tower Hamlets and Newham which comprises a population of five and a half million.

The multidisciplinary EDS offers a comprehensive range of therapeutic interventions including intensive inpatient care, an intensive outpatient pathway, a day programme, community liaison work, and other outpatient services.

To be noted:

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- The post holder is expected to comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information.

ADDITIONAL CLAUSE FOR ALL MANAGERS

RISK MANAGEMENT

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, and that staff receives appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

ADDITIONAL INFORMATION FOR ALL STAFF

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

BEH-MHT VISION AND VALUES

Our vision

Our vision is embedded within our clinical strategy. We want to help people live, love, do.

- Live - A safe and secure place to call home.
- Love - Re-building relationships which may have broken down during a period of illness.
- Do - Help people to find a meaningful activity - that may be getting back into employment or further education.

Our values

The Trust's values are:

- Compassion
- Respect
- Being Positive
- Working together

NHS VALUES

It is recommended that where possible the NHS values below are reflected in job descriptions. Please go to the NHS Confederation website for further information www.nhsconfed.org

RESPECT AND DIGNITY

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

COMMITMENT TO QUALITY OF CARE

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

COMPASSION

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

WORKING TOGETHER FOR PATIENTS

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

EVERYONE COUNTS

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources, we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

DIGNITY AT WORK STATEMENT

Barnet, Enfield & Haringey Mental Health NHS Trust is committed to treating all of our staff and patients with dignity and respect. You are responsible for behaving in a way that is consistent with these aims. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

PERSON SPECIFICATION

GENERAL INFORMATION

Job Title: Associate Mental Health Worker – Intensive Outpatient Pathway

Band: 4

Department: Eating Disorders, Specialist Services

A person specification should comprise of a list of attributes required of the role. Essential criteria are those without which, the post holder would be unable to adequately perform the job. Desirable criteria are those that may enable the candidate to perform better or require a shorter orientation period. You should not include any reference to numbers of years' experience unless justified.

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	NVQ Level 3 in care or equivalent OR Significant working experience in a mental health setting	Degree qualification in relevant area Education in relevant areas healthcare, eating disorders, other MH conditions, treatment approaches.	A
EXPERIENCE AND KNOWLEDGE	Knowledge of mental health problems such as eating disorders, anxiety, depression and personality disorders. Knowledge of the roles within the MDT Knowledge of basic physical health monitoring and required interventions.	Experience of working with people with other mental health problems and/or other disabilities Awareness of treatment outcomes, recovery tools, care planning, assessment of risk. Awareness of the Mental Health Act 1983 amended 2007 in particular Part 3 of the Act and other legislations such as Safe Guiding Children, Adults, DOLS, Mental Capacity Act 2005	A/I

SKILLS AND ABILITIES	<p>Ability to manage a caseload of patients with diverse and complex needs.</p> <p>Able to use basic diagnostic machinery i.e., vital signs machine, blood glucose monitor, for physical health monitoring and interventions.</p> <p>Excellent written and verbal communication skills.</p> <p>Strong self-management skills and effective team working</p> <p>Post holder must be computer literate.</p>	<p>Able to work under pressure while remaining calm and maintaining quality of care.</p> <p>Well-developed interpersonal skills</p> <p>Ability to maintain boundaries and form positive therapeutic relationship with service users and carers.</p>	A/I
PERSONAL QUALITIES	<p>An ability to interact effectively with people from all disciplines.</p> <p>An ability to interact with people with mental health problems and disabilities.</p> <p>Non-judgmental</p> <p>Has a flexible and creative approach to problem solving.</p>	<p>Committed to equal opportunities.</p> <p>Dynamic, with the ability to influence.</p>	A/I
OTHER REQUIREMENTS	<p>Ability to accept and use supervision appropriately and effectively.</p>	<p>Personal experience of mental health</p> <p>Understand equal opportunities, diversity</p>	A/I

		and anti-discriminatory practice.	
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Date: 20th November 2023