

JOB DESCRIPTION

Title: Social Worker

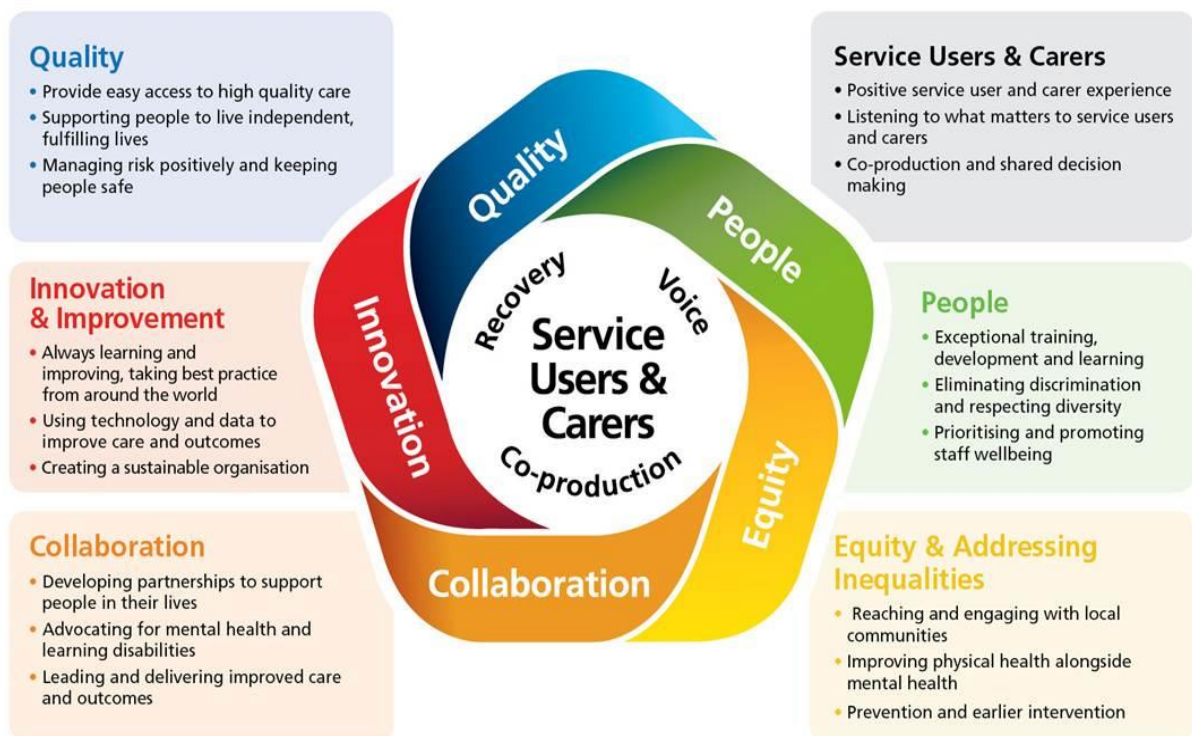
Band: Band 6

SBU: East & North SBU

Responsible to: Service Manager

Accountable to: Service Line Lead SW ACMHS

Base: Holly Lodge, 45 Church Lane, Cheshunt EN8 0DR



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 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. 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 | 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

All Social Workers must be registered with Social Work England.

As a Social Worker, you will work as a member of the multi-disciplinary team, providing high quality social care services to adults of all ages experiencing mental ill-health. The core functions of the role will be to provide assessment, care planning and coordination of care from a social perspective to adults accessing the service. You will delivery recovery-focused care and support to service users and their carers that is focused on the principles of choice, control, and independence, as well as ensuring safety. You will act as a champion of social care and safeguarding in your locality.

You will actively address adversity and will support adults at risk of social inclusion and assist adults accessing support to deal with a range of adverse circumstances. You will actively champion equality and diversity and be expected to challenge discrimination in all its forms as part of your role.

You will hold a caseload which may comprise of adults experiencing a wide range of mental health and social care needs. You will ensure that you maintain constant reflection and development of your practice and will ensure your continuing professional development in line with the standards set out by the professional regulator, Social Work England.

If you are not already an AMHP, you will be prepared to undertake the training required to undertake the AMHP role as your career progresses. If you are already an AMHP, you will contribute to the Trust's countywide AMHP rota.

You will be expected to work in partnership with service users and carers, so that they can feel empowered, and services can be improved as a result of feedback of their experiences.

Partnership working is a key component of this post, both within and outside of the Trust, and you will need to be innovative in ensuring that there is a range of appropriate services locally to support individual recovery journeys.

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

Connected Lives

Connected Lives is Hertfordshire's whole service approach to community practice, personalised enablement, and new models of commissioning for social care. Bringing together practitioners, commissioners, and providers, it will support the transformation of our service delivery. It is underpinned by the core concepts of the Care Act 2014, ensuring community opportunities, citizenship, and personalised outcomes. Developed and launched by Hertfordshire County Council in 2017, Hertfordshire Partnership University NHS Foundation Trust is now introducing Connected Lives as its model for social care practice across all adult services.

The model itself sets out standards, principles and approaches for staff delivering services. It places more emphasis on prevention and enablement and supporting people to live the life they want. It can be applied to every area of work, from frontline social work, to systems, leadership, and commissioning. As a Social Worker, you will be responsible for championing the model, and advocating its principles to members of the multi-disciplinary team. You will hold a key role in providing social care assessments and commissioned packages of care, and will ensure that your practice ensures the service is meeting its statutory social care functions as described in the Care Act 2014.



Hertfordshire **Social Work**

Teaching Partnership

Working together to develop outstanding practitioners

The Hertfordshire Social Work Teaching Partnership is a collection of four local agencies working together to bring out the best in our social workers and social work students. This is comprised of:

- Hertfordshire Partnership University NHS Foundation Trust
- Hertfordshire County Council
- The University of Hertfordshire
- The Tavistock and Portman NHS Foundation Trust

The HSWTP aims to provide high quality training for social workers and to exemplify practice quality through first class opportunities for pre- and post-qualifying social workers. As a Senior Social Worker, you will support the vision of the HSWTP through engagement and awareness raising and will have access to a wide range of CPD and involvement opportunities it provides.

Job Responsibilities

1. To be a champion of social care with a comprehensive understanding of legislation and statutory guidance.
2. To take a lead in the promotion of adult safeguarding practice and undertake safeguarding enquires and contribute to the provision of care plans that protect both adults and children from abuse.
3. To undertake comprehensive assessments and reviews, for people who may present with a high risk, or those with significant interpersonal, social, legal and/or environmental complexities, ensuring people are assessed appropriately against social care eligibility criteria as defined by The Care Act 2014.
4. To offer direct support to service users and their carers, and to colleagues, through information and advice, to ensure that those who do not meet social care eligibility are appropriately signposted and supported.
5. To ensure that appropriate health and social care services are commissioned with and on behalf of service users, including the duty to offer direct payments, and that processes are in place for service users to be charged by the local authority for the social care services they receive, if applicable.
6. To ensure that commissioned services allow choice to service users and carers and focus on people living in the community with appropriate support and access to universal services.
7. To undertake regular risk assessments and ensure that vulnerable people are kept safe.

8. To undertake carer assessments, including identifying contingency plans, and provision of support.
9. To be skilled in partnership working and identify, develop, and facilitate a wide range of recovery-focused community services, ensuring that colleagues within the locality are also aware of developments and best practice.
10. To ensure the involvement of service users and their carers so that the Trust can learn from their experiences to make improvements to service delivery.
11. To ensure accurate computer records of all work undertaken are kept up to date.
12. To undertake your own post qualifying and other appropriate training to ensure high standards of practice and continuation of your registration with Social Work England.
13. To provide both management and reflective supervision to newly qualified social workers and unregistered social care staff.
14. To support newly qualified social workers through the Assessed and Supported Year in Employment (ASYE), with opportunities to train as an ASYE assessor.
15. To undertake duties as an Approved Mental Health Professional (AMHP) or be willing to undertake AMHP training.
16. To participate in your own regular supervision and ensure regular reflection on your own practice as both a social worker and AMHP.
17. To undertake other tasks and duties which form part of the delegated social care responsibilities accepted by the Trust on behalf of Hertfordshire County Council.
18. To adhere to Trust policies and procedures.
19. To undertake additional training as required.
20. To carry out any other duties as appropriately identified by your line manager.

Working Relationships

The postholder will be expected to work as part of the multi-disciplinary team. They will need to work in partnership with service users and carers and a wide range of stakeholders within and outside of the Trust. They will need to demonstrate principles of dignity and respect, focusing on personalisation, choice, and control. They will be a champion and expert in the field of social care and safeguarding and will be responsible for ensuring that colleagues within the service provide high quality social care services.

Communication Requirements

The postholder will receive and share highly complex, sensitive, and contentious information about service users and carers with other professionals and key stakeholders both within and outside of the Trust. Information will include assessment and details of risk and may be conveyed 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. Social workers are 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.

Clinical Responsibility

The postholder will demonstrate professional knowledge and competence gained through social work training, leading to registration with Social Work England. Expertise within their specialism must be underpinned by theory and post qualification training. The postholder's work will be relatively autonomous, but a reasonable level of support and supervision is provided. Their work will focus on integrated assessment, care planning and care management directly with service users and carers who present with the most complex circumstances.

Leadership and Management Responsibility

The postholder will be professionally accountable for their own activities and for the advice and guidance they give to other qualified and unqualified staff within the locality. This will include providing clinical supervision to less experienced social workers and un-registered social care staff. The postholder will undertake appraisals of staff they supervise. They will supervise and mentor students.

Financial Responsibility

The postholder will be an authorised signatory for packages of care for service user and carers within a delegated scheme of responsibility. They will handle cash and valuables of service users as required. The post holder will act as an agent of appointeeship and handle service user resources in accordance with legislation. They will ensure that Local Authority charging policies are carried out in line with local and national guidance.

Service Development and Improvement

The postholder will implement policy and propose changes in relation to general social care and mental health practice and development which will have an impact across the locality and/or Trust. They will be proactive in identifying where improvements could be made. They may be asked to comment on local policies.

Analytical and Judgement Skills

The postholder will assess needs and outcomes and analyse a wide range of information in relation to service users and carers. They will ensure that complex information is analysed, and recommendations made, for which there is professional accountability. They will involve service users and carers to enable us to learn from their experiences. The postholder may be asked to undertake surveys and audits within their locality and contribute to trust wide surveys when required.

Planning and Organisational Skills

The postholder will plan and organise activities requiring formulation and adjustment which may be complex. They will set up, review, and adjust care plans and organise multi-disciplinary meetings and case conferences, negotiating with other professionals and stakeholders as appropriate. They will be expected to chair case discussions and strategy meetings. The postholder will be expected to contribute to team and countywide rotas of work and contribute to duty systems. They will contribute to AMHP rotas as required.

Physical Working Conditions and Environment

The postholder will undertake visits in a variety of environments, within and outside of Hertfordshire, including own homes, acute units, residential and day units. This may include the need to manage verbal aggression and aggressive behaviour. They will need to use light physical effort. The role also requires sitting and concentration for sometimes long periods of recording and report writing.

Mental and Emotional Effort

Within the role there is a frequent requirement for prolonged concentration, which is required when dealing with service users and carers who may be experiencing a crisis, or when writing reports and case notes. They may experience service users who pose challenging behaviours or be exposed to highly distressing circumstances, e.g. exposures to situations of direct or threatened abuse, or disclosures of violence, abuse and extreme risk. Work may frequently be interrupted to deal with emergency situations and to give urgent advice to colleagues. Attendance at courts and tribunals will include close cross-examination and a high level of concentration and competence.

Additional Information:

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.



| | | |
|---|---|---|
| Understanding and experience of personal budgets and direct payments | X | |
| Experience of multidisciplinary working and ability to work collaboratively. | X | |
| Experience of partnership working with service users and carers, demonstrating dignity and respect | X | |
| Experience of work as Approved Mental Health Professional and/or Best Interests Assessor | | X |
| COMMUNICATION SKILLS | | |
| Excellent ability to communication with a wide range of stakeholders including service users and carers, other professional colleagues, members of other organisations and local communities, verbally and in writing | X | |
| Ability to manage highly sensitive information | X | |
| Experience of using electronic recording systems and ability to produce accurate, appropriate and timely reports | X | |
| ANALYTICAL SKILLS | | |
| Ability to analyse service user and carer information. | X | |
| Experience of undertaking small scale audits and surveys. | X | |
| DIVERSITY | | |
| Demonstrable ability to working sensitively with diverse needs and environments | X | |
| Commitment to anti-discriminatory practice | X | |
| PHYSICAL SKILLS | | |
| Ability to visit and attend meetings at a variety of locations and environments | X | |
| | X | |

| | | |
|--|---|---|
| Experience of using computer - PC literate to ECDL standard | X | |
| PHYSICAL EFFORT Ability to meet timescales and respond to crises as appropriate | X | |
| MENTAL EFFORT Flexibility and ability to respond to a variety of tasks, and to prioritise own workload | X | |
| EMOTIONAL EFFORT Ability to deal with distressing and sometimes aggressive behaviour | X | |
| GENERAL Experience of working in an integrated health and social care environment | | X |

NB: All indicators should be supported by appropriate evidence which is clear and checkable at interview.

Our  values
Welcoming Kind Positive Respectful Professional

