

JOB DESCRIPTION

POST TITLE:	Community Link Worker - Keyworking Programme
BASE:	Erleigh House, Reading
BAND:	4
LINE MANAGER:	Keyworking Programme Team Lead
PROFESSIONAL ACCOUNTABILITY:	Head of CAHMS and BEDS

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

The Keyworking Programme is an exciting new initiative that will transform the support mechanisms for individuals aged 0-25 with a learning disability, autism or both at risk of psychiatric inpatient admission.

The service works alongside CAMHS/CMHT's and developed as a community multi-disciplinary model which offers easy accessibility for identified families and carers. The service model was developed in close consultation with families, carers and young people and they are at the heart of its implementation and development.

A Community Link Worker will work with individuals with the most complex needs and their families and carers to make sure they have the support they need at the right time, in a co-ordinated way. The Keyworking Programme should help families experience a reduction in stress and uncertainty and an increase in stability. They will work in the most challenging circumstances with children, young people and young adults with complex needs and where there is the highest level of risk.

The post holder will be a dynamic, innovative professional who will support individuals with the most challenging behaviour and families under acute stress.

The post holder will:

- Accelerate discharge from a mental health unit/hospital.
- Reduce likelihood of relapse and readmission to a mental health unit/hospital.
- Increase access to community services and employment, education and training opportunities.
- Ensure introductions to community services are facilitated/supported to increase likelihood of engagement.

- Increase awareness of and strengthen the individuals personal support networks, reducing reliance on professional support networks.
- Increase the young person's confidence using strategies to identify and manage mental health and well-being challenges as they arise or be confident to seek support at the earliest opportunity.

RESPONSIBILITIES

The Community Link Worker will support the whole 'system' to deliver high quality, effective and efficient care and will:

1. Improve the experience of children & young people accessing Health, Social Care, Education, and voluntary services.
2. Improve the experience of parent/carers & families navigating these complex care networks.
3. Improve access to community-based opportunities for appropriate inclusion and occupation.
4. Support improvement in the quality of care delivered across these agencies for the individual and family.
5. Work autonomously to take referrals and manage a caseload of individuals identified as medium or high risk including those with behaviours that challenge, working alongside other professionals as part of a holistic care plan.
6. Follow the Dynamic Support Navigator assessment of individuals, to use social prescribing to help improve patient outcomes in a person-centred way, accessing the right help at the right time.
7. Be a trusted person who actively listens and understands the young people and families they are supporting to help navigate different services and facilitate visits, introductions, applications etc when appropriate.
8. Contribute to and action the recommendations as applicable from Care, Education, and Treatment Reviews (CETR.)
9. Manage and prioritise a caseload, in accordance with the needs, priorities and any urgent support required by individuals.
10. Seek advice and escalate concerns with other health professionals or agencies when required.
11. Support individuals who are at crisis stage and, therefore mitigation against risk of sexual and physical abuse, complex family issues, self-harm and suicide risk is an important consideration.
12. Be responsible for keeping an up-to-date database of resources in the Berkshire West area. This involves working with a diverse range of people and communities, to draw on and increase the strengths and capacities of local communities, enabling local third sector organisations and community groups (including faith groups) to receive referrals from social prescribers.
13. Work alongside other members of the Keyworking Programme and collaborate with local partners to contribute towards supporting the local third sector organisations and community groups to become sustainable. Share intelligence regarding any gaps or problems identified in local provision with commissioners and local authorities.
14. Have a role in educating non-clinical and clinical staff within teams on what other services are available within the community and how and when service users can access them. This may include verbal or written advice and guidance.
15. Accurately record casework on systems as identified and provide data and information as requested to measure impact of the project and gather learning.
16. Actively participate in the gathering and research of individuals, family/carers and other stakeholder's feedback.
17. Research and utilise feedback from stakeholders to contribute and propose policy improvements or service changes which impact both local and national service improvement.
18. To maintain up-to-date knowledge of legislation, national and local policies, and procedures in relation to Mental Health, Autism, Learning Disability, Primary Care Services, Social Care, Education and the local voluntary and third sector offer.

19. To support individuals, and their families with managing personal budgets and contribute to spending plans as part of a team.

Safeguarding

1. To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's concern and access training and supervision as appropriate to the role.
2. To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
3. Appropriately manage and report safeguarding concerns in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures and collaboratively work with Social Care and other multi-agencies to manage safety risks and keep children and young people safe.

Key Working Relationships

1. Operate effectively in a flexible and demanding environment and proactively engage with NHS staff, local authorities, voluntary services and consultants working on a variety of topics.
2. Provide and receive sensitive information.
3. Committed to working and engaging constructively with internal and external stakeholders on a range of issues.
4. Nurtures key relationships and maintain networks internally and externally, including national networks, maintaining robust communication with all concerned.

Please note this job description is not exhaustive and you will be required to complete tasks that ensure the needs of the business are always met.

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

Prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients and to the safety of staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD		
1. Education/Qualifications /Training <ul style="list-style-type: none"> Health or Social Care NVQ Level 4 (or working towards,) or equivalent qualifications or experience. Training in motivational coaching and interviewing or equivalent experience 	Application Form Essential or Desirable <div>E</div> <div>E</div>	Interview Essential or Desirable <div>E</div> <div>E</div>	Selection Tool <div>A/I</div> <div>A/I</div>
2. Continuous Professional Development <ul style="list-style-type: none"> Demonstrable commitment to professional and personal development. 	<div>E</div>	<div>E</div>	<div>A/I</div>
<ul style="list-style-type: none"> Previous Experience Experience of supporting young people, their families and carers in a related role (can be unpaid work) including lived experience. Experience of supporting young people with additional needs / mental health, either in a paid, unpaid or informal capacity. Experience of partnership/collaborative working and of building relationships across a variety of organisations Experience of Cognitive Behaviour Therapy (CBT) led approaches/or a Solution Focused approach. Experience of therapeutic approaches to support higher level mental health needs such as eating 	<div>E</div> <div>E</div> <div>D</div> <div>D</div> <div>D</div>	<div>E</div> <div>E</div> <div>D</div> <div>D</div> <div>D</div>	<div>A/I</div> <div>A/I</div> <div>A/I</div> <div>A/I</div> <div>A/I</div>

Additional Requirements			
<ul style="list-style-type: none"> • Must be a car user with a full driving licence. 	E	E	A
<ul style="list-style-type: none"> • Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions. 	E	E	A/I
<ul style="list-style-type: none"> • Professional calm and efficient manner. 	E	E	A/I
<ul style="list-style-type: none"> • Good timekeeping. 	E	E	A/I

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