

JOB DESCRIPTION

JOB TITLE:	Clinical Lead –Social Work
BAND:	Band 7
DEPARTMENT:	City and Hackney Crisis Service
DIRECTORATE:	City and Hackney
REPORTING TO:	Team Manager/Operational lead
ACCOUNTABLE TO:	Team Manager

JOB SUMMARY

The post holder with other clinical leads will be a senior member of staff providing supervision, support and advice to staff working within the City and Hackney Crisis Resolution Service which consists of the Home Treatment Team, Crisis Line, Urgent Assessment Team and Street Triage.

The Clinical Lead Social Worker will be a champion of the social model of intervention within the crisis resolution services and will ensure that the social factors contributing towards the mental health crisis are recognized and addressed as far as possible.

The successful candidate will be also responsible for undertaking a significant amount of the clinical work involving completing holistic assessments of needs, mental state examination, risk assessments as well as other specific assessments, especially care and support needs assessments according to Care Act 2014 and career’s assessments.

The successful candidate will work very closely with other professionals within the multi-disciplinary team including mental health nurses, occupational therapists, support workers, peer support workers, psychiatrists and clinical psychologists.

The role will also encompass clinical management, evidence-based service development, performance management, audit and supervision of junior staff as well as deputizing for the Operational Lead, and to operationally manage the multi-disciplinary team in the absence of the Operational Lead.

The post holder will act as Safeguarding Adults Manager in any cases where adults safeguarding concerns were identified and/or received from the Local Authority.

Your working hours are will be between 08:15 and 21:30 over the 7 days a week on Rota basis.

KEY RESPONSIBILITIES

This is a managerial and clinical position (see details below) involving the assessment of the mental health and social care needs for clients presenting to the service and deputizing in the absence of the manager. Post holder should be able to work autonomously and must demonstrate a high level of expertise as a both mental health and social care (safeguarding) practitioner.

The post holder will be expected to comply with all policies and guidelines as per ELFT standards together with those of their professional body.

MAIN DUTIES AND RESPONSIBILITIES

Clinical	<ul style="list-style-type: none"> To supervise the functions of the City & Hackney Crisis Resolution Service;
----------	---

	<ul style="list-style-type: none"> • To ensure that referrals and/or issues arising are quickly and appropriately managed; • To lead on matters/issues related to any social needs, including social care needs, housing and homelessness, benefits, carers needs, no recourse to public funds, immigration status, community engagement and social inclusion, spiritual needs; • To advise all the staff regarding the current legislative and national policy framework relating to the area of safeguarding and social needs especially Care Act 2014 and Statutory Guidance, Mental Capacity Act 2005 and Code of Practice, Mental Health Act 1983/2007 and the Code of Practice, Modern Slavery Act 2015, Female Genital Mutilation Act 2003, Forced Marriage (Civil Protection) Act 2007, Housing Act 1996, Homelessness Reduction Act 2017 and Homelessness Code of Guidance, Anti-Social Behaviour, Crime and Policing Act 2014, Sexual Offences Act 2003, Domestic Violence, Crime and Victims Act 2004 and the Code of Practice for Victims of Crime 2015, Counter-Terrorism and Security Act 2015 and the Prevent Duty Guidance (2019), as well as Safeguarding Vulnerable Groups Act 2006, Data Protection Act 2018 and Human Rights Act 1998 - (relevant parts of the acts) • To advise all the staff regarding the current best practice in light of the most recent case law related to the social care, housing and safeguarding, especially in the area of mental health law, mental capacity law as well as inherent jurisdiction; • To advise all the staff on the regional and local policy framework in relation to adult safeguarding especially any current Pan-London policy and procedures as well as local policies issued by London Borough of Hackney and the City of London, especially in relation to MARAC and MAPPA arrangements, Person in the Position of Trust in relation to Vulnerable Adults protocols, and the High Risk Panel protocols; • To lead on matters/issues related to any children safeguarding, especially being able to identify any children safeguarding concerns or children in needs of support, young carers and cases of adults in the position of trust in relation to children according to Keeping Children Safe in Education 2018 as well as rights and the entitlements of the care leavers and the relevant policy framework regarding care leavers; • To advise all the staff regarding current legislator and policy framework relating to children safeguarding, especially Children Act 1989, Working Together to Safeguarding Children 2020, Children Act 2004, Children and Families Act 2014 and Special Education Needs and Disability Code of Practice, Keeping Children Safe in Education 2018; • To ensure that appropriate care and support plans are developed and implemented, within the constraints of the crisis intervention service, utilising strengths-based and community assets approach by incorporating local organisations, charities, faith groups and community groups to ensure sustainability of the support provision, increase independence of the clients, minimise the dependency on the statutory service provision where possible and maximise the cost effectiveness of the care and support plans;
--	--

	<ul style="list-style-type: none"> • To act as a point of contact and work closely and collaboratively with other teams within ELFT and external agencies in all matters relating to safeguarding adults and children and social needs, both internally, especially ELFT Corporate Safeguarding Team, ELFT Lead Social Worker for City & Hackney, ELFT Carers Lead, Metropolitan Police Safeguarding Team, MARAC Co-ordinator, MAPPA Co-ordinator, local Children's Services and Local Authority Designated Officers, local Adult Social Care Services and Adults Safeguarding Team, Prevent Co-ordinator, local Advocacy Services, local Housing Departments, London Fire Brigade Safeguarding Team, ELFT Welfare Advisers' Team, etc.; • To attend various multi-agency meeting and represent the Trust and the service, especially MARAC and MAPPA as well as necessary adults and children safeguarding strategy discussions, child protection conferences, children in need meetings and core groups, LAC reviews, etc. • To engage in regular management supervision provided by your line manager, professional supervision provided by the ELFT Divisional Lead Social Worker and safeguarding supervisions provided both by ELFT Named Professional for Safeguarding Children and ELFT Named Professional for Safeguarding Adults.
Management	<ul style="list-style-type: none"> ○ To manage the multi-disciplinary team together with the Operational Lead and to deputise where appropriate in the absence of the Operational Lead; ○ To provide regular supervision to an agreed group of staff and undertake appraisals according to the appropriate framework and to maintain supervision notes; ○ To have regard for the personal and professional development of the staff supervised, and to work with the Operational Lead to promote the overall professional development of the team. ○ To act as Safeguarding Adults Manager in any cases where adults safeguarding concerns were identified and/or received from the Local Authority, including making threshold decision with regard to the identified concerns and recording them on the relevant record keeping systems (RIO and MOSAIC), appointing lead enquirer (if required) and developing outline enquiry plan, monitor the progress of the adults safeguarding enquiries, chair adults safeguarding strategy discussions and case conferences and authorise the decisions regarding closure of the investigations; ○ To maintain a record and tracking system of all safeguarding concerns identified and received from the Local Authority and monitor their progress; ○ To provide monthly safeguarding position statements to the ELFT Corporate Safeguarding Team; ○ To be responsible for monitoring of work of the frontline practitioners, ensuring quality of recording and collection of data;

	<ul style="list-style-type: none"> ○ To offer advice and leadership to City & Hackney Crisis Resolution Service staff of all disciplines and act ensure adherence to the relevant within the legislative framework, best practice guidelines and codes of professional conduct issued by various regulatory bodies, including Social Work England, Nursing and Midwifery Council, Health and Care Professions Council and internal Trust's policy; ○ To ensure that at all times resources (human and supplies) are maintained to ensure the smooth functioning of the service within the allocated budget; ○ To maintain and develop effective working relationships with the colleges and other centres of education in the implementation of training programmes for students; ○ To complete 48 hours reports following the serious untoward incidents as well as the coroner's statements when required; ○ To investigate and respond to complaints made by clients and their relatives and escalations made by partner agencies;
<p>Performance and Quality</p>	<ul style="list-style-type: none"> ● To contribute towards development of annual, internal audit programmes for the service; ● To undertake regular audit of clinical records of clients using agreed audit tools and provide the analysis of findings along with the recommendations in relation to the staff training and development and performance management as well as service delivery model; ● To ensure effective systems are in place to support the delivery of a high standard of treatment; ● To engage in the quality improvement projects run within the service and involving the services, especially adults safeguarding systems across the division; ● To engage and contribute towards the programme of transformation of the crisis resolution services and promote the need of the social model of intervention and the role of social workers to recognised; ● To maintain continuing professional development, engage in yearly appraisals and maintain CPD portfolio according to the Social Work England requirements; ● To maintain up to date knowledge regarding relevant legislation, national and local policy framework as well as most recent research evidence base relevant regarding crisis intervention in its broad sense; ● To develop and/or contribute to development of the annual internal training programme for the services based on the learning needs identified in the supervision, clinical audits and serious incidents reviews; ● To deliver internal training session related to the field of

	social care and social work.
--	------------------------------

KNOWLEDGE AND SKILLS	
Knowledge, Training and Experience	<ul style="list-style-type: none"> • Relevant social worker degree/masters and current registration with Social Work England • Level 3 Adults Safeguarding Training • Level 3 Children Safeguarding Training • No Recourse to Public Funds Training • Minimum 4 years' experience of work in the field of adult social care and adults safeguarding with experience of: <ul style="list-style-type: none"> • undertaking adults safeguarding enquiries and developing safeguarding protection plans; • undertaking care and support needs assessments, also for the purpose of the Continuous Healthcare (CHC) funding applications, and participating in the DST meetings; • developing care and support plans, especially those involving deprivation of liberty and the good understanding of the Deprivation of Liberty Safeguards scheme and newly planned Liberty Protection Safeguarding scheme, especially aspects related to the deprivation of liberty in the community setting; • making applications for relevant funding to Local Authority and/or CCG; • implementing direct payments and Personal Health Budgets; • undertaking carers assessment and developing carers support plans and making applications for personal budgets; • making referral to National Referral Mechanisms for the victims of human trafficking; • making referrals to MARAC for victims of domestic violence and attending MARAC hearings; • making referrals to MAPPA and attending the meetings; • supporting clients at risk of homelessness/homeless with engagement with the relevant housing authorities and charities to address their housing needs; • undertaking mental capacity assessments of clients with regard various decisions, especially regarding their care arrangements and/or place of residence, contacts and ability to manage complex finances and chairing best interest decision meetings; • court work especially completing court statements and giving evidence in the proceedings in the Court of Protection, First-tier Tribunal (Mental Health) and in the Coroner's inquests; • Discharge planning from the medical works and/or mental health inpatient units.
Communication and Relationships	Maintain confidentiality of staff and clients data in line with the provisions of the Data Protection Act and internal Trust's policies.

	<p>Able to communicate effectively, confidently and assertively whether in writing or verbally. This will also involve presenting complex information sensitively and matched to the needs of the audience and in line with organisational policy and practice</p> <p>Demonstrates a personal and professional demeanour which generates credibility and confidence amongst colleagues, managers and other stakeholders.</p> <p>Good understanding of the issues relating to the delivery of assessment and support planning for people within a diverse community setting and the range of solutions available to facilitate their independence from a strengths based perspective</p> <p>Liaise with other areas of the Trust where necessary</p> <p>Provide support to all team members to ensure the smooth running of the service.</p> <p>Under the Health and Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work. This includes cooperating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.</p> <p>To comply and promote the Trust's equal opportunities policy and to avoid any behaviour which discriminates against colleagues, potential employees, patients/clients and cares on the grounds of sex, sexual orientation, marital status, age, colour, nationality, ethnic or national origins, religion or disability.</p> <p>This job description is an outline only of the duties to be performed and will be reviewed and altered in light of the changing needs of the service.</p>
--	---

JOB DESCRIPTION AGREEMENT

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder.

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Health and Safety	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
Equal Opportunities	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees,

	<p>users and providers of its services are treated according to their needs.</p> <p>For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.</p>
Dealing With Harassment/ Bullying In The Workplace	<p>The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.</p> <p>The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Harassment and Bullying Policy.</p>
No Smoking	<p>To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smoke free Trust – this means that staff must be smoke free when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'</p>
Alcohol	<p>To recognise that even small amounts of alcohol can impair work performance and affect one's ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours is not permitted.</p>
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The post holder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorized person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
Data Protection Act Data Protection – Your Data	<p>To maintain the confidentiality of all electronically stored personal data in line with the provision of the Data Protection Act.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain personal information relating to your work on your personal file. You have a right to request access to your personal file via the Human Resources Department.</p> <p>To carry out as per Data Protection Act responsibilities with regard to the access and Health Records Act 1990.</p>
Safeguarding	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
Service User and Carer Involvement	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>

Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Clinical Governance	As an employee of the trust you are expected to support the Trust's clinical governance framework for monitoring and improving standards of care. You must do this by:- <ul style="list-style-type: none"> • taking part in activities for improving quality • identifying and managing risks • maintaining your continuous professional development
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investors in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>

PERSON SPECIFICATION

JOB TITLE:	Clinical Lead –Social Work
BAND:	Band 7
DEPARTMENT:	City and Hackney Crisis Service
DIRECTORATE:	City and Hackney
REPORTING TO:	Team manager
ACCOUNTABLE TO:	Team manager

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> Relevant social worker degree/masters and current registration with Social Work England 	Essential	A
	<ul style="list-style-type: none"> Evidence of continual professional development-AMPH 	Desirable	A
	<ul style="list-style-type: none"> Track record of managing and leading members of a multi-disciplinary team 	Desirable	A
	<ul style="list-style-type: none"> Level 3 Adults Safeguarding Training 	Essential	A
	<ul style="list-style-type: none"> Level 3 Children Safeguarding Training 	Essential	A
	<ul style="list-style-type: none"> No Recourse to Public Funds Training 	Desirable	A
Experience	Minimum 4 years' experience of work in the field of adult social care and adults safeguarding with experience	Desirable	A/I *
	Experience working within a crisis rapid response service, crisis management and autonomous working	Essential	A/I *
	Extensive post qualification experience of working with people with acute mental health problems / severe and enduring mental illness.	Essential	A/I
	Experience of working as part of a multi-disciplinary team	Essential	A/I

	Experience of making full psycho-social assessments and writing reports	Essential	A/I
	Experience of developing care and support plans, especially those involving deprivation of liberty and the good understanding of the Deprivation of Liberty Safeguards scheme and newly planned Liberty Protection Safeguarding scheme, especially aspects related to the deprivation of liberty in the community setting;	Desirable	A/I
	Experience of undertaking carers assessment and developing carers support plans and making applications for personal budgets;	Desirable	A/I
	Experience of making referrals to MARAC for victims of domestic violence and attending MARAC hearings; Experience of making referrals to MAPPA and attending the meetings;	Desirable	A/I
	Experience of supporting clients at risk of homelessness/homeless with engagement with the relevant housing authorities and charities to address their housing needs;	Desirable	A/I
	Experience of undertaking mental capacity assessments of clients with regard various decisions, especially regarding their care arrangements and/or place of residence, contacts and ability to manage complex finances and chairing best interest decision meetings;	Desirable	A/I
	Experience of completing 48 hours reports following the serious untoward incidents	Essential	A/I
	Ability to manage to manage and lead members of the multi-disciplinary team to ensure that staff are supported in a rapidly changing environment	Essential	A/I
	Ability to communicate effectively and sensitively both verbally and in writing to service users, colleagues, stator and voluntary agencies about a range of complex issues	Essential	A/I
	Ability to provide structure and focused supervision and consultation	Desirable	A/I
	Ability to manage the performance of staff supervised to ensure that local and national standards are met and where necessary address any deficiencies.	Essential	A/I
Skills and Abilities	Ability to complete comprehensive assessments of	Essential	A/I*

	<p>clients' mental health needs and subsequent care plans that address the clients' difficulties from a holistic perspective.</p> <p>Ability to manage to manage and lead members of the multi-disciplinary team to ensure staff are supported and developed in a rapidly changing environment</p> <p>Ability to communicate effectively and sensitively both verbally and in writing to service users, colleagues, stator and voluntary agencies about a range of complex issues</p> <p>Ability to provide structure and focused supervision and consultation</p> <p>Ability to manage the performance of staff supervised to ensure that local and national standards are met and where necessary address any deficiencies</p> <p>Ability to organize own workload, to work effectively under pressure and demonstrate good liaison and good recording skills.</p> <p>Ability to deputise for the Team Manager and represent the team at multi-agency meetings and to chair such meetings as appropriate</p> <p>Leadership skills.</p> <p>Ability to be innovative in daily practice.</p> <p>Word processing and computer skills or willingness to attend training.</p> <p>Demonstrate awareness and skills of prevention and management of violence and aggression/ DSH.</p>	<p>Essential.</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>A/I *</p> <p>A/I *</p> <p>A/I</p> <p>A/I</p> <p>A/I*</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Knowledge	<p>Very good working knowledge of the relevant legislative and policy framework, especially Care Act 2014 and Statutory Guidance, Mental Capacity Act 2005 and Code of Practice, Mental Health Act 1983/2007 and the Code of Practice, Modern Slavery Act 2015, Female Genital Mutilation Act 2003, Forced Marriage (Civil Protection) Act 2007, Housing Act 1996, Homelessness Reduction Act 2017 and Homelessness Code of Guidance, Anti-Social Behaviour, Crime and Policing Act 2014, Sexual Offences Act 2003, Domestic Violence, Crime and Victims Act 2004 and the Code of Practice for Victims of Crime 2015, Counter-Terrorism and Security Act 2015 and the Prevent Duty Guidance (2019), Safeguarding Vulnerable Groups Act 2006, Data Protection Act 2018, Human Rights Act 1998,</p>	<p>Essential</p>	<p>A/I</p>

	<p>Children Act 1989, Working Together to Safeguarding Children 2020, Children Act 2004, Children and Families Act 2014 and Special Education Needs and Disability Code of Practice, Keeping Children Safe in Education 2018</p> <p>Very good working knowledge of the regional and local policy framework in relation to adult safeguarding especially any current Pan-London policy and procedures as well as local policies issued by London Borough of Hackney and the City of London, especially in relation to MARAC and MAPPA arrangements, Person in the Position of Trust in relation to Vulnerable Adults protocols, and the High Risk Panel protocols.</p> <p>An understanding of the principals of Clinical Governance and evidence based practice and how they are applied in practice</p> <p>Knowledge of key principles underpinning the Governments mental Health Crisis Concordant 2014</p> <p>Good understanding of common physical health issues, mental health problems with an organic origin and psychopharmacology.</p> <p>Knowledge and understanding of equal opportunities policies and practice, anti discriminatory practice and how they affect staff and service users</p>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Other	<p>Ability to work unsociable hours on an internal rotation basis.</p> <p>Good attendance and punctuality record.</p> <p>Meet the Health requirements of ELFT.</p> <p>Able to recognize signs of stress and take appropriate actions</p> <p>Lead in the management of change.</p> <p>Assertiveness skills</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

S: Shortlisting I: Interview T: Test