

## Recovery Coordinator Intensive Support Service

<b>Location:</b>	Community Team for People with Learning Disabilities, Wiltshire
<b>Business Unit:</b>	Learning Disabilities, Autism and Neurodivergence Services, BSW
<b>Responsible to:</b>	Specialist Learning Disabilities Health Team Manager and Clinical Lead
<b>Band:</b>	4
<b>Hours:</b>	37.5 (Monday to Friday, excluding bank holidays)
<b>Base:</b>	County Wide; Chippenham, Warminster, Salisbury, Marlborough

### Main Purpose of the Job

This role is focussed on supporting people in the community with a range of acute mental health needs who may be in crisis, their carers (including friends and relatives) and care provider. Enabling and assisting them to meet daily health, social and wellbeing needs in line with personal recovery goals, and facilitating engagement with mainstream services.

The post holder will work under the guidance of clinical specialists and contribute to the ongoing assessment, planning, delivery and review of activities and interventions against identified health, social and wellbeing needs. The role will also require undertaking and delivering defined activities and interventions for a wider group of identified service users, in accordance with the agreed personal recovery plan.

The post holder will actively promote the health and wellbeing of people with learning disabilities through a range of prescribed interventions in line with all the relevant government policies and guidance e.g. Valuing People 2009 and Transforming Care 2015.

### Main Responsibilities and Duties

- To work intensively with individuals who may be distressed and in crisis
- Develop increasing skill and confidence with a wide range of health, social and wellbeing needs
- Setting priorities and working in community based settings.
- Understand the importance of maintaining personal boundaries whilst developing hope inspiring relationships.
- To practice the principles and philosophy of individualised patient care in accordance with HCRG policy/procedures.
- The post holder may be involved in difficult conversations so will be required to act in a sensitive way, showing empathy towards service users and their carers.

### **Patient Care**

- To provide person centred evidence-based care to patients, working under the indirect supervision of a registered professional and within guidelines and protocols identified for the role.
- To undertake defined clinical activities based on competencies and clinical skills.
- To support registered practitioners and other staff to deliver care.
- To work in partnership with individuals, families and/or carers to develop individualised care plans.
- To provide care planning overseen by a registered practitioner.
- Promote patient independence.
- To provide care coordination overseen by a registered practitioner
- To provide equipment assessment and prescribing overseen by a registered practitioner, as required.
- Promote health and healthy lifestyle when working with people with learning disabilities or their carers.
- Carry out familiar tasks with qualified practitioner oversight.
- Work as planned and guided by members of the multi-professional team in order to promote the individuals health, independence and rehabilitation.
- Monitor, maintain and promote a safe environment for clients, relatives and staff.
- May need to communicate routine and sensitive information which is normally not of a complex nature to clients, relatives, staff, partnership colleagues and the general public.
- Actively contribute to meetings when required.
- To be able to work autonomously in the community with supervision of a registered professional
- To manage a delegated case load overseen by qualified practitioners.
- To manage admin tasks linked to role
- Act as guided in accordance with agreed competencies, quality standards and good practice.
- Present as a creditable representative of the team and the organisation.
- Participate in supervision and appraisal and demonstrate commitment to continuing development.

### **Budget Responsibilities**

No budget responsibility

### **Responsibilities for People or Training**

- This is a rewarding yet emotionally challenging role. Following personal development planning and targeted training, the competent practitioner will be in a position to work more autonomously in supporting service users.
- Form constructive links with a range of community stakeholders (GPs, care providers voluntary and community services etc.) as required.
- Participate in learning opportunities and feedback learning to others e.g. studies days, competency assessment.
- Reflect on and evaluate one's own practice in order to improve the delivery of client care. Identify areas where practice could be changed.
- Ensure all mandatory training is kept up to date.

### **Other Factors**

- The post is community based, working in various locations, with external visits to clients in their homes or day services, sometimes driving long distances within rural and semi-rural areas.

- Be prepared to work with a combination of home working and office-based working.
- The post holder needs to be aware that working alone is essential.
- Meeting frequent deadlines for information/reports is required
- The post holder needs to be able to work in a flexible manner, both proactively and reactively to situations that arise on a daily basis.
- The post holder will need to be able to concentrate on tasks on a daily basis assessing and managing risk in different settings.
- The bases for the post are in open plan offices with some disruptions/distractions.

## Our Values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

### Care

- Inspire
- Understand
- Communicate

### Think

- Challenge
- Improve
- Learn

### Do

- Accountability
- Involve
- Resilience

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information Governance Responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professionals

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

### General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

### Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

### Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

### Supplementary Information

This job description should be read alongside the Supplementary Information provided for applicants with the advertisement and alongside the Employee Handbook for current staff members.

## Recovery Coordinator Intensive Support Service

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your references.

Criteria	Essential	Desirable
Education, Qualifications and Training	<ul style="list-style-type: none"> <li>NVQ Level 3 completed in a mental health or learning disability setting or City &amp; Guilds Certificate in community mental health, learning disabilities or equivalent qualification.</li> </ul>	<ul style="list-style-type: none"> <li>Positive behaviour support training</li> </ul>
Experience & Knowledge	<ul style="list-style-type: none"> <li>Relevant experience of working in any health or social care setting or any related voluntary organisation.</li> <li>Able to demonstrate some awareness of theories underpinning health and social care</li> <li>Able to articulate a clear knowledge of policy and legislative frameworks within which mental health services are delivered including a persons rights under the MHA , CPA Mental Capacity Act.</li> <li>Able to demonstrate a broad understanding of the concept of confidentiality.</li> <li>Experience of working with people with learning disabilities and/or autism</li> <li>Experience of working with people with mental health needs.</li> <li>Experience of working with people who display behaviours that challenge.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of mental health services, as a user, carer, volunteer or worker.</li> <li>Experience of teaching/training individuals or groups.</li> <li>Experience of working in a customer care environment, e.g. an Advice Centre,</li> <li>Telephone Helpline or Advocacy Service.</li> <li>Experience of working with people with limited verbal communication and the ability to find other appropriate methods of communication.</li> <li>To have an understanding of behavioural/ data analysis</li> </ul>
Skills	<ul style="list-style-type: none"> <li>To be able to work autonomously but also as part of a team</li> <li>The ability to form and sustain a working relationship with service users and carers, demonstrating an understanding of when a more assertive approach might be needed.</li> <li>Demonstrate an ability to deliver a range of specific therapeutic interventions with agreed outcomes within a prescribed framework</li> <li>Demonstrate well-developed listening skills and effective verbal communication skills, such as being able to engage appropriately with service users, carers, colleagues, statutory and voluntary agencies, both face to face and by telephone.</li> <li>Demonstrate well developed written communication skills, with the ability to</li> </ul>	

	<p>produce letters, written reports, maintain accurate records and record required statistical information.</p> <ul style="list-style-type: none"> <li>• IT literate with an understanding of Microsoft office</li> <li>• Able to describe how supervision supports safe working practices.</li> <li>• Able to demonstrate a general understanding of mental health issues with a positive, non-judgemental approach towards people requiring mental health services and an understanding of the principles of recovery.</li> </ul>	
Other Job-Related Requirements	<ul style="list-style-type: none"> <li>• Willing to work in other areas of HCRG as and when required to do so.</li> <li>• Full valid driving licence for the UK</li> <li>• Access to a car for use at work</li> </ul>	