

Job Title:	Dynamic Support Register (DSR) Keyworker
Reports to (job title):	Senior DSR Keyworker
Line Manager to:	N/A

## Job purpose

The Dynamic Support Register (DSR) Keyworker Service supports people of all ages with a diagnosis of autism and/or a learning disability who are at risk of hospital admission or experiencing placement breakdown.

The DSR Keyworker Service ensures individuals and their families/carers receive the right support at the right time, with local systems working in a coordinated and responsive way. The service aims to prevent admission, support timely discharge, and promote care within the community wherever possible.

Senior Keyworkers and Keyworkers will work with individuals with the most complex needs, alongside families, carers, and professionals, ensuring:

People are actively involved in their care and support planning

Their voices are heard and respected

Plans are personalised and coordinated

Systems respond effectively to reduce risk and improve outcomes

The service will operate flexibly across Essex and will continue to evolve to meet the needs of individuals across the whole life course.

## Base

Essex-wide. Area based but agile to meet the needs of Adults, Children and Young People

## Key responsibilities

Hold a small caseload of individuals across all ages to ensure personalised, intensive support

Support individuals to remain safely in the community and reduce the risk of hospital admission

Continue to support individuals and families during hospital admissions, ensuring their voice is represented and discharge is planned effectively

Develop person-centred, family/carer-inclusive plans that reflect lived experience and individual strengths

Act as an advocate, ensuring the person's needs are understood and responded to across services

Work collaboratively with professionals across health, social care, education (where applicable), housing and the voluntary sector to ensure joined-up care

Participate in and contribute to:

Care, Education and Treatment Reviews (CETRs) & Care Treatment Reviews (CTR's for Adults)

Dynamic Support Register (DSR) meetings

Multi-Disciplinary Team (MDT) meetings

Discharge planning meetings

Ensure actions and recommendations from meetings are implemented to:

Avoid admission

Reduce length of stay

Improve outcomes

Use flexible and creative approaches to adapt communication to meet the needs of individuals of different ages and abilities

Identify and source appropriate interventions, services, and community support

Support families and carers by:

Reducing stress and uncertainty

Providing information, guidance, and signposting

Building community networks and resilience

Promote positive risk management and solution-focused approaches to increase independence

Challenge and escalate where necessary to ensure systems are accountable and responsive

## 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 Professional

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.

## Medicines Management Responsibility

### **Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### **Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## 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 Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Relevant undergraduate degree, or evidence of working at degree level.
- Experience of working with children and young people and adults who have complex health care needs and their families having a positive impact on their lives and meeting their needs .
- Knowledge of relevant legislation and policy relating to children and young people and adults, mental health and disability
- Experience of working within multi-agency and multi-disciplinary teams and ability to establish positive working relationships across a range of organisations.
- An ability to work flexibly
- Ability to manage own caseload and demonstrate good time management and prioritisation skills.
- Understanding of using goal based outcomes.
- Experience in the delivery of 1-1 interventions to children and/or young people/parents/carers.
- Active personal commitment to Continuing Professional Development.
- Excellent communication skills with children, young people and adults.
- Decision making and the ability to exercise effective judgement.
- Ability to make safe and appropriate decisions in a pressured environment.
- Excellent communication and presentation skills written and spoken.
- Ability and commitment to working in an inclusive team focused way.
- Excellent admin and up to date skills including use of Microsoft Office email and electronic reporting systems
- To be able to challenge in a positive professional way
- An understanding of safeguarding issues and child protection procedures, identifying risk and when safeguarding protocols needs to be followed
- Driving licence and access to a vehicle for work purposes

### Desirable

- Group Facilitation Skills
- Trauma Informed Practice trained



# Job Description

Employee signature

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Manager signature

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