

## Post Specification

<b>Date</b>	<b>January 2023</b>
<b>PG Number</b>	<b>5808</b>
<b>Post Title</b>	<b>Urgent Care Team Worker</b>
<b>Job Family</b>	<b>People Care and Development</b>
<b>Job Family Role Profile</b>	<b>PCD14</b>
<b>Final Grade</b>	<b>Grade 16</b>

**To be read in conjunction with the job family role profile**

### Service Area description

Urgent Care Team

### Purpose of this post

These posts are designed to ensure that the Directorate adopts a high quality, consistent and coordinated approach to the operational delivery of Mental Health Act Assessments over a 24 hour period and Urgent Social Care out of core times in order to meet the Council's statutory obligations and achieve effective person centred outcomes for members of the public in Cumbria who have social care needs.

The post holder will have responsibility for the effective leadership and delivery of Mental Health Act Assessments over a 24 hour period and urgent Social Care out of hours through direct interventions, advice, signposting and close working with integrated locality teams both within Health and Social Care and the wider community

They will have the ability to utilise the resources available to them to serve the social care needs of the population as indicated through person centred support and professional practice in a way that empowers and enables the people who use these services. They will be a focus for professional delivery and innovative, solution focused approaches.

The post holders will actively promote the work of Cumbria County Council, internally and externally, in the development and delivery of continuously improving modern and competitive services for the citizens of Cumbria.

### Key job specific accountabilities

1. To ensure the delivery of Mental Health Act assessments, for both adults and children, in order to meet the Council's statutory obligations and in line with excellent practice and within the current legal framework
2. To ensure the delivery of effective person centred professional practice for the protection and support of adults who have urgent social care needs outside of core times as well as meeting needs of customers during normal office hours.
3. To work in a shift pattern to ensure service needs are met, including nights, evenings and weekends as well as normal office hours

4. To provide expert advice and support to all operational staff, statutory partners, and voluntary, community and faith groups as needed.
5. To be responsible for direct support delivery for complex and high risk cases and to plan and deliver interventions for complex and high risk cases or situations
6. To manage and coordinate effective multi-professional/multi-agency working in order that assessment, support and care delivery of services/support are as seamless and timely as possible.
7. Promote the active engagement of customers and carers in the improvement, development and delivery of services and to work with other teams and agencies and the professional leads to ensure equitable, evidence based outcomes related to personalisation and other national policy
8. To ensure implementation of preventative and well-being services to customers which meet the Council's policy objectives, and which make effective use of available resources, particularly those which lie within local communities
9. To plan and ensure effective implementation of the Council's strategy for the protection of vulnerable adults and children, actively promoting the personal protection and safety of customers particularly but not exclusively within the work area.
10. To positively share support at specialist knowledge level to other practitioners and managers and to ensure the delivery of training and advice to others
11. To represent the Teams Manager/District Lead and/or the Authority as required, and ensure the provision of professional advice on mental health act assessment issues relating to adults and children, and policy relating to older people/disabled people to the Authority and other agencies.
12. Ensure local implementation of the Health and Social Care White Paper, the National Service Frameworks, other current and future guidance in order to meet statutory responsibilities improve outcomes for the people of Cumbria

**Please note annual targets will be discussed during the appraisal process**

#### **Key facts and figures of the post**

<b>Budget Responsibilities</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Staff Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• To ensure practice supervision of students and to manage student placements. Also to act as practice teacher to trainee AMHPs. Provide support and guidance regarding practices, policies and procedures to team members, students, less experienced staff and other professionals from external agencies as appropriate</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• To manage the delegated budget as identified for the effective operational day to day management for the non core hour delivery, including delegated authority to commission services and residential placements outside of core hours.</li> <li>• To work within the Scheme of Delegation in relation to budgetary responsibility including effective reporting and management of financial activity to ensure that the allocated budget is managed within available financing</li> </ul>

#### **Essential Criteria - Qualifications, knowledge, experience and expertise**

- Accredited Professional qualification in Health, Social Care or related area and registered with the appropriate registration body
- Registered AMHP with completed evidence of CPD
- Approved Full Post Qualifying Award (Advanced Award in Social Work/OT/Masters) OR
- the ability to demonstrate significant experience in equivalent Post Qualification award
- Teacher/student assessor experience
- Evidence of ongoing professional development
- Best interests assessor/DOLs or a willingness to train as such within 2 years of post-take up
- Significant knowledge and understanding of Legislation and Government Policy on current issues relevant to support provision and Mental Health Act. This includes knowledge of legislation relating to children and their families and the requirements of the revised Code of Practice to the Mental Health Act in relation to the assessment of this specialist group.

- Significant detailed knowledge, understanding and application of the principles associated with issues outside of immediate work area
- Significant detailed knowledge of the role and responsibilities of an Urgent Care professional
- An understanding of budget processes and organisational priorities
- Political awareness and a Corporate identity
- Knowledge of commissioning process
- To have operated at a senior practice grade within a Health or Social Care Setting with significant experience in complex case delivery, MHA assessment and specialist knowledge relating to urgent care area of work
- Significant experience of change management within a positive framework
- Significant in-depth knowledge of professional working area working with diverse communities and protecting Vulnerable Adults procedure
- Significant specialism acquired through relevant qualification and/or training
- Demonstrable examples of Leadership skills in work area, e.g. Community priorities of the Council, Best Value, Partnership working
- Demonstrable significant ability to influence people to change and to make difficult decisions
- Good interpersonal skills including demonstrable significant experience of negotiating, conciliating, and motivational skills as well as an ability to understand the needs of adults and children, their families and carers from a range of ethnic backgrounds
- Excellent communication skills, both written and verbal
- Ability to lead the creation of innovative, person centred solutions for customers and their carers
- Ability to create and maintain a culture that enables and empowers staff and customers alike
- The ability to Plan interventions to be implemented for complex and high risk cases/situations and to plan in advance in order to meet deadlines
- Significant experience of delivery of services at specialist knowledge level to other practitioners and managers
- Providing multi-faceted interventions and the delivery of training and advice to others
- Supervision practice and policies
- Ability to work with individuals in crisis and effect positive person centred change

#### **Desirable**

- Teacher/student assessor qualification
- Previous experience or evidence of working outside of usual office hours
- Previous experience or evidence of working independently or with minimum supervision
- Demonstrable experience of interagency and team working
- Demonstrable experience of implementing change
- Demonstrable experience of interagency collaboration
- Demonstrable evidence of managing difficult situations and working independently to achieve outcomes for individuals
- Demonstrable ability on Gathering information, identifying learning and disseminating information through a variety of means
- Demonstrable ability of being able to manage difficult situations appropriately
- Demonstrable ability of robust triage and passing work to more appropriate agencies
- Demonstrable evidence of being able to manage and redirect non urgent work where necessary

#### **Disclosure and Barring Service – DBS Checks**

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced – Adults

#### **Job working circumstances**

##### **Emotional Demands**

- To make independent decisions especially in relation to Mental Health Acts assessments without always having direct access to legal advice or line

	management support outside of core hours. This includes assessments of children and young people, without access to specialist support from Children's Services or CAMHS out of core hours, no direct access to legal advice, and no provision of in-county hospital facilities.
<b>Physical Demands</b>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"> <li>• To work with minimal supervision outside of core hours and to make independent decisions based on delegated authority and customer needs.</li> </ul>
<b>Other Factors</b>	
<ul style="list-style-type: none"> <li>• Ability and willingness to travel within and out of the County as necessary to meet needs. This does involve ensuring relevant MH documentation reaches an admitting hospital at the same time as the patient.</li> <li>• Able to attend regional and national events</li> </ul>	