



NHS

West London
NHS Trust

Candidate Recruitment pack



Promoting hope & wellbeing **together**

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Welcome

Dear candidate,

Thank you for your interest in applying for the B6 Care Co-ordinator position within our team; Ealing Community Rehabilitation Team (ECRT).

This pack provides you with all the information you may need to apply for this vacancy. We have 3 (three) positions available which are full time and permanent.

Please read through the Job Description and Person Specification carefully before applying to ensure you meet any essential criteria as this post does require you to have a professional qualification which is active.

West London NHS Trust has grown significantly in the last two years with investment in mental health services and this growth is set to continue over the next five years. In 2019, the Trust expanded its portfolio to include community services in Ealing and beyond, through our-integrated care services. We are incredibly proud that more staff than ever would recommend us a place to work and we have seen a 28% increase in staff engagement in the national staff survey over the last 5 years.

We are on a significant journey of transformation in the quality of services provided, through greater co-production with service users and carers, and addressing long-standing inequalities. Increasingly, we are leading and collaborating closely with integrated care partnerships including working towards giving a stronger voice to some of the most vulnerable people in society.

I am looking for a candidate with the relevant professional qualification who possesses the drive, enthusiasm and vision to deliver a gold standard service in our ongoing expansion and transformation of mental health and community health services.

Thank you for your interest in this role and I wish you every success with your application.

Yours sincerely

Jumoke Hassan

Team Lead

Ealing Community Rehab Team

About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country with an international reputation.

Our high secure services care for patients from across the South of England and we provide low and medium secure services covering eight London boroughs. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs over 3800 staff, of which 51% are from a Black and Asian Minority Ethnic (BAME) background. Our turnover for 2021-22 is approximately £350m.

In recent years, there has been a step change in staff engagement, culture, performance and ambition of the organisation. The Trust is now rated as 'Good' overall by the Care Quality Commission, and the rating for our Forensic services has improved from 'Requires improvement' to 'Outstanding'. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service.

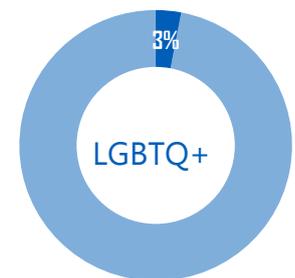
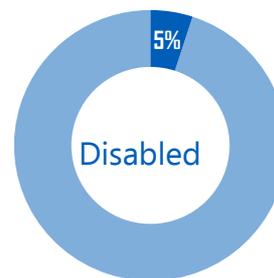
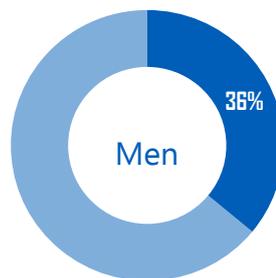
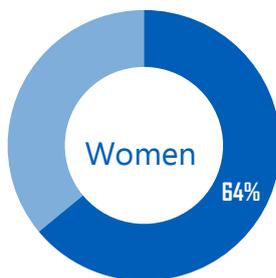
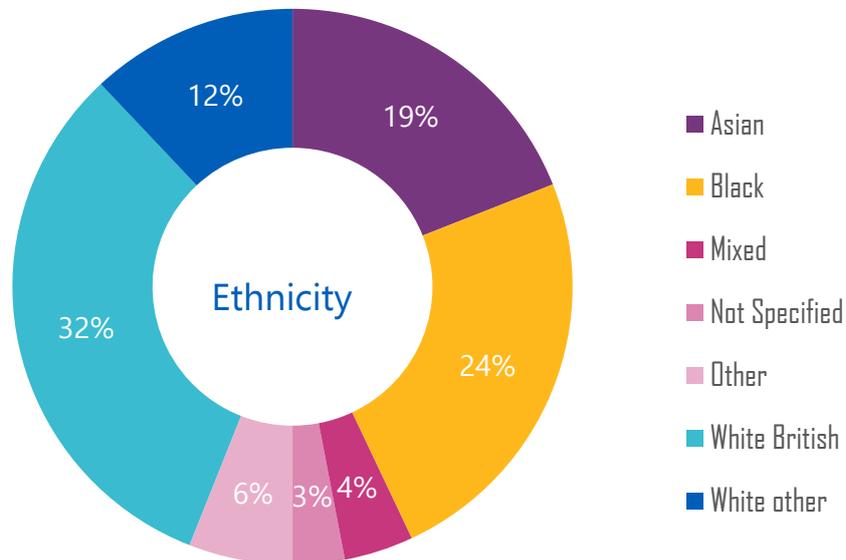
Collaboration has been the key to our success in recent years, and the launch of Ealing Community Partners (ECP) exemplifies our ambition. ECP is led by West London NHS Trust but brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents.

Our staff have rated us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust was highly commended in the mental health trust category of the year HSJ Awards in 2020. It received an award for workforce innovation to improve staff recognition in the same year.

See www.westlondon.nhs.uk for more information.

At a glance:

Staff figures for 2020/21



[Click here to see how we promote inclusion](#)

Patient figures for 2020/21



108,266
patients in our
services



107,685
patients in the
community



7,239
children & young
people using our
services



5,113
older people using
our dementia
services



2,638
inpatient admissions



69,483
patients in Ealing



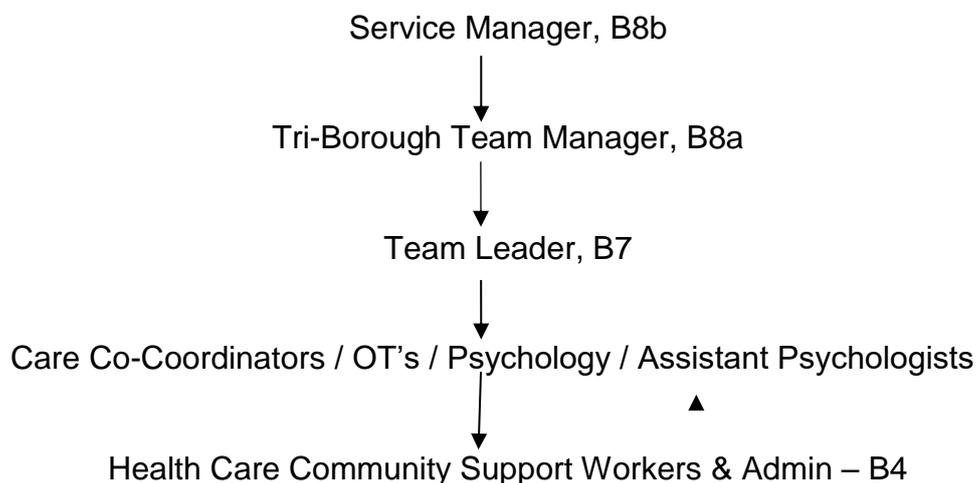
18,117
patients in Hounslow



15,470

How we are organised

Service Structure



The Trust's clinical service lines are as follows:

Acute mental health services	Dr Fin Larkin , Clinical director
Community & recovery mental health services	Dr Julia Renton , Clinical director
Older people's mental health service	Dr Nevil Cheesman , Clinical director
CAMHS & developmental services	Dr Johan Redelinghuys , Clinical director
Psychological medicine services	Dr Alice Ashby , Clinical director
Integrated care services	Jo Manley , Deputy director of local services
West London forensic services	Dr Claire Dillon , Clinical director*
High secure services	Dr Robert Bates , Clinical director
*also covers integrated care services	

Our trust values

Togetherness: Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

Responsibility: Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.

Excellence: Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

Caring: Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due

Job description

Job Title	Ealing Community Rehab Care Co-ordinator
Grade	B6, AfC
Location	Southall
Responsible to	Ealing Community Rehab Team Lead
Contract type:	Full time, permanent

Key relationships

- Service users and their families and friends and carers,
- Community Recovery Teams
- Crisis Assessment and Treatment Teams
- Substance Misuse Services
- Single Point of Access
- Other statutory and non-statutory agencies and Community groups and organizations such as Housing/Social Care/GPs/Adult Mental Health Wards and Providers

Trust Values

The post holder will espouse the trust values of:

1. **Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team
2. **Responsibility:** Ensure when we say we are going to do something, we do it. We do not leave it to someone else to do. Our service users are responsible for engaging in their treatment.
3. **Excellence:** Ensure we strive for excellence in everything we do. 'Good enough' is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

4. **Caring:** Ensure caring means more than showing compassion to our service users and each other. It is also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it is due.

Job summary

The post holder will be working in a new Community Mental Health Rehabilitation Team. This is a multidisciplinary, community based service responsible for providing on-going holistic assessments, treatment and support to clients with severe and enduring mental illness living in the community, working with high and medium supported accommodation units, local inpatient wards and out of area placements to support safe step down throughout the system. The service will enable patients with severe mental health problems to be cared for in the community in the least restrictive setting.

The service will provide a community based mental health intensive rehabilitation service delivered in service users' home environments and in supported living accommodation utilising "A whole system approach" to recovery from mental ill health. The approach maximizes an individual's quality of life and social inclusion by encouraging their skills, promoting independence and autonomy in order to give them hope for the future which leads to successful community living through appropriate support.

MAIN DUTIES and RESPONSIBILITIES

- To provide comprehensive, culturally appropriate, evidence-based assessments to establish client's needs; level of support and type of interventions required to facilitate their rehabilitation
- To manage a small caseload of service users with complex, severe and enduring mental health needs; using evidence based and recovery principles to assess, plan, implement and evaluate treatment and support for clients in our Boroughs who are registered with a local GP.
- To act as a care co-ordinator for service users within the context of the Care Programme Approach. Undertake assessment and care co-ordination activities within a multi-disciplinary framework, in order to identify the needs of service users and to arrange and provide appropriate packages of care within the available budget.
- To present cases to the relevant placement panels for in-borough and out-of-borough placements, both for initial funding requests and reviews.
- To work proactively with service providers to draw up resettlement plans and carry out regular reviews for clients to assess their progress towards identified goals.
- To contribute to service development
- To undertake supervisory and appraisal responsibilities for allocated team members
- To act as mentor to students on practice placement and to mentor junior members of staff.

Clinical Duties

- To provide comprehensive, culturally appropriate, evidence-based assessments to establish eligibility for management via the Community Rehabilitation Pathway
- To provide mental health interventions and practical help where appropriate, to carers and relatives as required.
- To care co-ordinate an allocated caseload of service users with mental health needs on CPA. To provide all service users with an adult mental health assessment encompassing health and social care needs in line with CPA, Care Act, Section 117 and other relevant legislation
- To ensure that the principles of personalisation and individualised choice are inherent in the assessment and care planning process, including maximising service user's access to direct payments and individualised budgets.
- To identify appropriate placements, including residential and nursing placements and follow the Local Authority Policy/CCG Policy and procedures in order to access such services.
- To undertake continuous Risk Assessment and Risk Management.
- To formulate, monitor and review service user care plans, in collaboration with service users, carers, Psychiatrist, GP's and other members of the multidisciplinary team.
- To co-ordinate and manage all aspects of care, including overseeing work carried out by statutory and non-statutory agencies and to offer supervision, training, and guidance to external agencies as required.
- To identify cultural, spiritual and communication needs of users within a diverse community and ensure that these needs are addressed in the care plan.
- To ensure regular reviews of the care plan and ongoing monitoring of all aspects of treatment and services provision.
- To screen for Vocational Needs and refer on for full Vocational Needs Assessment where appropriate.
- To work in partnership with other agencies (e.g. Housing, Benefits, Social Services, etc). To facilitate appointeeship, benefit claims and other financial and housing support.
- To identify Substance Misuse issues and work within a Dual Diagnosis Model when required.
- To provide regular comprehensive review of placements and services commissioned by the Local Authority/CCGs for service users, in line with Local Authority/CCGs policy and procedures.
- To identify Adult Protection and Child Protection issues and to implement procedures as required.
- To co-ordinate a multidisciplinary response to crisis situations.

Communication

- To use excellent communication skills and to develop and maintain therapeutic relationships with service users and their families and carers who may at times be in situations of emotional distress and enable service user empowerment.
- To establish and maintain effective communication networks with service users, with complex learning, emotional and behavioural needs, their carers, other professionals and agencies in order to ensure a comprehensive and consistent approach to client care.

- Be able to provide and receive highly complex, sensitive information which maybe distressing/unwelcome information to service users and carers demonstrating empathy and reassurance.
- To demonstrate skills and resourcefulness in communication when barriers to understanding are present, including utilising interpreting services.
- To confidentially handle and liaise regarding sensitive issues and information with other services such as GPs, CAMHS, Police, etc.
- To develop and maintain effective working relationships and networks with colleagues within mental health services, primary care, voluntary agencies and other partner agencies to ensure well -co-ordinated care.
- To actively participate in team meetings and clinical reviews, as required, to help promote team cohesiveness, multidisciplinary working and collaboration with colleagues in all parts of the Trust. To use these forums to problem-solve and identify risk and concerns within the team and ensure agreed decisions are implemented and documented.
- To ensure that views of all service users are effectively sought, channeled and acted upon, including the efficient processing of complaints or untoward incidents in accordance with the Trust policy.
- To ensure timely documentation of accurate and informative records of clinical assessments, interventions and contacts with service users on RIO which meets all standards, according to Trust Policy and professional standards
- To maintain accurate supervision records (junior staff and students) as defined in the Trust Guidelines, including the maintenance of a supervision record log.
- To encourage and participate in research to allow new ideas and methods.

Leadership/Management

- To offer supervision in line with WL Trust Policy
- To provide input into the recruitment and induction of new staff within the team where appropriate.
- To contribute to the writing of local protocols
- To offer support and guidance to junior members of staff, in the absence of seniors, on a day-to-day basis and co-ordinate the day-to-day activities of junior staff, support staff and students as appropriate.
- To act as a practice placement educator for students, attending all relevant meetings and liaising with universities as appropriate.
- To complete agreed audit and evaluation measures and provide and collate information relevant to performance management as requested.
- To have a valid professional registration and adhere to relevant code of Professional Conduct

Personal and Professional Development

- To keep abreast with changes in field of clinical practice such as new developments, evidence-based practice and research.
- To contribute to activities, which continue to build on a culture of, shared learning and evidence-based practice.
- To undertake activities of Continuous Professional Development (CPD) including identifying own learning needs and recording learning outcomes in a portfolio.

- To assume personal responsibility for maintaining a working knowledge of new statutory guidelines that influence clinical practice.
- To ensure timely booking and attendance of mandatory and statutory training. Failure to do this may preclude further learning and development opportunities.
- To review and reflect on own professional performance through effective use of professional supervision, operational management supervision, CPD opportunities and annual appraisal; ensuring own learning and development needs are identified.
- Assume responsibility for own professional conduct with regards to confidentiality, professional standards of care and professional updating

General

The post holder may be required to work at any of the Trust's sites in line with the service needs. All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 2018, the Caldecott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff have a responsibility to ensure that their activities comply with the Data Protection Act. Staff should not disclose personal data outside the organisation procedures or use personal data held on others for their own purposes. All staff has an obligation to ensure that care and/or personnel records are maintained efficiently and that confidentiality is protected.

Continuous Improvement

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

Health & safety

Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

If you are employed in an area of work that requires membership of a professional body in order to practice, it is a condition of your employment to maintain registration of such a professional body and comply with its code of practice. You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on

appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment.

Risk management

All Trust employees are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required. All managers have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and Strategic Risk Management Committee.

Infection Control

Post holders employed to work in a role where entry to a care home setting, are required to demonstrate they have received the full course of COVID vaccination including any recommended booster doses. This will be a conditional requirement of employment which will need to be satisfied ahead of employment commencing.

In addition, it is an expectation that all staff will voluntarily receive the annual flu jab and other vaccines relevant at the time, to protect staff and patients from infection. All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust and its stakeholders.

Safeguarding & Duty of Candour

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines. All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

Standards of Business Conduct

We expect the highest standards of corporate behaviour and responsibility from our staff. All staff have a responsibility to respect and promote the Trust values and vision. When speaking as member of West London NHS Trust to the media or any other public forum, employees should ensure that they reflect the current policies or views of the organisation. Staff should ensure that they do not engage in any behaviour that can cause reputational damage to the Trust.

Valuing Diversity & Human Rights

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability and part time working status.

Agile/Flexible working

The Trust recognises that Agile Working brings a number of benefits to the organisation. Not only does it support more cost effective workplace utilisation but it also enables us to attract and retain the best talent whilst increasing productivity and efficiency. The Trust is committed to supporting Agile working and empowering our staff to work in a manner that provides maximum flexibility and minimum constraints.

The Trust also continues to support staff via its flexible working arrangement options. These options enable staff to work in a way that suits their personal needs whilst also meeting the needs of the service.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds. Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Trust Policies

All staff are required to familiarise themselves with Trust policies and comply with them at all times. Policies are reviewed regularly and may be revised from time to time.

Person specification

	Essential	Desirable
Qualifications and Training	<ul style="list-style-type: none"> • Current professional qualification in Mental Health Nursing/Social Worker/OT. • Registration must be live with a professional body such as NMC or other relevant body • Evidence of post registration training and CPD. 	<ul style="list-style-type: none"> • Training in Psychosocial Interventions or Thorn • Family Therapy/Work training. • Other relevant training, e.g. substance misuse
Experience	<ul style="list-style-type: none"> • Experience of working in multi-disciplinary mental health teams with clients with severe and enduring mental health problems • Knowledge of CPA process • Excellent verbal and written communication skills, including report writing and presentations / IT skills. • Ability to assess, plan, implement and evaluate a comprehensive care package for the identified client group, using a wide range of resources. • Able to develop a comprehensive programme of intervention and support for the identified client group and their families • Skills in risk assessment and management. • Can demonstrate understanding of psychosis and its impact on service users and carers. • Demonstrate knowledge of current legislation and guidance applicable to this client group • Can demonstrate understanding of the needs of diverse groups, e.g. residents of inner city; black and minority ethnic groups, and skills in engaging with them. • Skills in psychosocial interventions 	<ul style="list-style-type: none"> • Work with people experiencing mental health crisis. • Supervision of students and junior staff. • Audit and research; Teaching. • Working with people who use substances • Skills in leadership: ability to motivate others, use initiative and manage change. • Basic counselling and group work skills. • Dual diagnosis/substance misuse
Personal Qualities	<ul style="list-style-type: none"> • Motivated • Able to create good relationships with clients, carers, other professionals and other stakeholders • Work with service users who are difficult to engage with. • Reliable • Disciplined 	

How to Apply

Applications should be submitted made via NHS Jobs.

The recruitment schedule is as shown below:

Event	Timescale
Closing date for advert	Sunday 25 th September 2022
Interview date	To be confirmed

Visiting arrangement

If you have any questions prior to applying or would like to arrange an informal visit, we'd love to hear from you!

Please contact Jumoke Hassan (Ealing Team Lead) by emailing Jumoke.Hassan@westlondon.nhs.uk or phone: 07894 708 898