

Job title:	Senior ChISVA/ Consultant Social Worker
Division:	Paediatrics and Adolescents
Board/corporate function:	Specialist Hospitals Board
Salary band:	Band 7
Responsible to:	Practice Development Manager (Lighthouse)
Accountable to:	Paediatrics and Adolescents
Hours per week:	22.5
Location:	The Lighthouse
Contract:	Part- time FixedTerm until 31 <sup>st</sup> March 2025

## Job Purpose

An opportunity has arisen for an experienced senior ChISVA or experienced senior Social Worker to join the unique multi-agency service at the Lighthouse, as it moves from pilot to business as usual service. The purpose of this role is to be a part of the case work team, with social workers and ChISVA case workers.

The post holder will manage cases, support/ supervise team members, support the Consultant Social Worker, work alongside clinicians from psychological medicine team, and health team in the Lighthouse and in partnership with Police Liaison Officers and NSPCC practitioners; supporting children in North Central London that have experienced child sexual abuse.

## University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population.

We provide academically-led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas.

Our vision is to deliver top-quality patient care, excellent education and world-class research. We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National Throat, Nose and Ear Hospital
- Eastman Dental Hospital
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases

UCLH comprises: University College Hospital (incorporating the Elizabeth Garrett Anderson Wing), the Macmillan Cancer Centre and University College Hospital at Westmoreland Street, Royal London Hospital for Integrated Medicine, Royal National Throat, Nose and Ear Hospital, National Hospital for Neurology and Neurosurgery at Queen Square and Cleveland Street, Institute of Sport, Exercise and Health, Hospital for Tropical Diseases, The Eastman Dental Hospital.

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

## **Paediatric Division**

The Paediatric & Adolescent division, together with Women's Health, Queen Square division, the Heart Hospital, the Eastman Dental Hospital and the Royal National Throat Nose and Ear hospital form the Specialist Hospitals Clinical Board.

The medical director of the board is Dr Tim Hodgson. The divisional clinical director for the paediatric and adolescent division is Dr Sara Stoneham. The divisional manager is Felicity Hunter.

The paediatric and adolescent division consists of General Paediatrics and Adolescents (lead Dr Chrisitna Petropolous), Children and Young People's Cancer (lead doctor for teenagers and young adults Dr Vicky Grandage and paediatrics Dr Sara Stoneham), Child and Adolescent Mental Health (lead Dr Deborah Christie), Adolescent Endocrinology and Diabetes (lead Dr B White) and Adolescent Medicine (lead Anna Gregarowski).

We have a secondary care general paediatric service, several tertiary specialties and a level 3 neonatal unit. Around 16,000 children and young people each year attend the emergency department, which has separate facilities for children. The consultant-led rapid referral clinic takes urgent GP referrals which are not emergencies on a weekday basis and is based in the children and young people's outpatients department.

Acute admissions of children and teenagers are to age-specific wards on the 11<sup>th</sup> and 12<sup>th</sup> floor of the new hospital tower. Our adolescent unit is the largest in Europe and one of which we are proud. A single oncology service for 0-19 years has been established between Great Ormond Street Hospital and UCLH. There is an adolescent endocrinology service offering transition for young people from Great Ormond Street Hospital and a regional Diabetes service. Consultants in this field are employed jointly between UCLH and GOSH. The Child & Adolescent Diabetes Service at UCLH is the leading service in the UK, having the best results in the 2016 National Paediatric Diabetes Audit and the largest insulin pump service in the UK.

Total admissions across the Trust for children and teenagers are over 6,000/year and the wards take all children and teenagers admitted to the Trust including general paediatrics, surgery, urology, orthopaedics, ENT, dentistry, maxillo-facial and tropical diseases. Babies from the neonatal unit with chronic lung disease and drug withdrawal are also sometimes transferred to the paediatric ward. All children and teenagers are under the care of a general or specialist paediatrician, even when other specialty teams share care.

Teenagers and young adults with cancer who require ambulatory/ outpatient care are now treated in the University College Hospital Macmillan Centre where they have a dedicated floor in this modern building with enviable medical and recreational facilities.

Maternity services and the North Central London perinatal centre, with level 3 neonatal unit, are in the Elizabeth Garrett Anderson Hospital on the UCH site.

At UCH there is are dedicated children's and adolescent's outpatient areas, with general paediatric clinics and several specialty clinics in neonatology, oncology, diabetes, endocrinology, asthma, allergy, epilepsy, rheumatology, haemoglobinopathies, urinary tract infection/urogenital problems, adolescent health, obesity, specialist child protection, tropical diseases, TB clinic, ophthalmology, neonatal follow-up, orthopaedics, paediatric surgery, adolescent gastroenterology, gynaecology and child and adolescent mental health. The Trust has a policy that all children should be seen in an age appropriate area by suitably trained staff,

and many of the “adult” specialists who see children have moved their paediatric practice to this area. Play specialists / activity coordinators are in all clinical areas (14 in total). We are fortunate to have a liaison psychological medicine team supporting the secondary and complex tertiary work that we undertake. The team consists of a number of psychiatrists, psychologists and psychotherapists. We have a strong team of children’s specialist nurses (CNS’s) particularly in the fields of allergy, asthma, endocrinology, diabetes, surgery and adolescents.

### **Academic links**

The Paediatric & Adolescent Division at UCLH has very strong academic links with the Population, Policy and Practice programme at the UCL Institute of Child Health, led by Dr Eddie Chung. A number of senior academics from the programme undertake all their clinical work at UCLH, including Professors Terence Stephenson, Russell Viner and Alastair Sutcliffe (Professor of Paediatrics) and Dr Eddie Chung (Senior Lecturer in Child Health). The GAP Unit also has numerous junior academic paediatricians linked with UCLH, including 3 Clinical Lecturers, 2 research fellows and numerous Academic Clinical Fellows. The academic teams are well integrated with the clinical service, and have a satellite academic base at the UCLH site

### **Lighthouse model**

The Lighthouse is the first UK Child House, a multi-professional service for CYP who have experienced child sexual abuse and a national leader in the field. The Lighthouse provides a holistic health assessment and medical support, emotional support and therapeutic interventions, advocacy and police interviews led by clinical psychologists. This child-centred concept has had proven success abroad, in particular Iceland, where there is evidence of increased convictions and improved health and well-being of the child/young person.

After a successful pilot, funded by the Home Office, NHS England, Mayor’s office for Police and crime (MOPAC) and Department for Education from 2018 - 2022, the Lighthouse secured recurrent statutory funding from April 2022. NHS England commission the service which is provided by University College London Hospitals (UCLH) in partnership with NSPCC and Metropolitan Police Service. CYP who live in the five boroughs in North Central London: Camden, Islington, Enfield, Haringey and Barnet can be referred or can self-refer to the service.

### **The Lighthouse team**

The service is jointly managed by the Lighthouse Operational Manager and the Clinical Lead. The Lighthouse team includes paediatricians, clinical nurse specialist for sexual health, Child and Family Practitioners who are ChISVA’s or social workers, a team of therapists (including clinical psychologists, psychiatrist, CAMHS practitioners), as well as police liaison officers and access to ‘Letting the Future In’ practitioners (NSPCC) based in Lighthouse.

## **JOB SUMMARY**

The Senior ChISVA/Consultant Social Worker will alongside the current Consultant Social Worker and Practice Development Manager supporting a team of case management professionals to ensure the development, delivery and continuous improvement of the Lighthouse services for CYP and their carers. Holding a small case load of more complex cases the Senior ISVA/Consultant Social Worker will provide case management, line management to the Child and Family practitioners within the Lighthouse and support the management process for new referrals, support triage and safeguarding oversight on all referrals. The Senior ChISVA/Consultant Social worker will support colleagues across the Lighthouse services (including case management processes and management of risk issues) as well as providing liaison and advice to local social care teams and referrers regarding the criminal justice process and ChISVA support at the Lighthouse.

The case management team act as primary case holders; taking responsibility for the co-ordination of the child or young person's care plan and convening of their support networks. The Senior ChISVA/Consultant Social Worker role involves liaison with internal and external professional networks, parents/carers, and leading on supporting the child or young person in relation to the criminal justice system. The case management team also lead on ensuring that robust case management processes are in place across the Lighthouse; for example, in relation to the triage of referrals; prioritisation of casework, assessment processes and case throughput.

The ChISVA support is managed and delivered in line with Home Office guidance on 'The Role of the Independent Sexual Violence Adviser: Essential Elements' (September 2017). This is particularly important in respect of maintaining strict boundaries when providing support to minimise the possibility of evidential information being shared inappropriately to the extent that it may give rise to a challenge by the defence. Where a ChISVA provides support through the process of the ABE interview, ongoing support through the criminal justice process will need to be provided by a different advocate. Similarly, where an advocate takes the first account or is involved in initial crisis intervention a different staff member needs to provide ongoing support as the original advocate may have to appear in court as a witness.

## **KEY RELATIONSHIPS**

### **Within the Lighthouse**

Practice Development Manager

Consultant social worker

Child and Family Practitioners

Paediatricians

Clinical nurse specialist for sexual health

CAMHS manager and therapists (including clinical psychologists, psychiatrist, CAMHS practitioners)

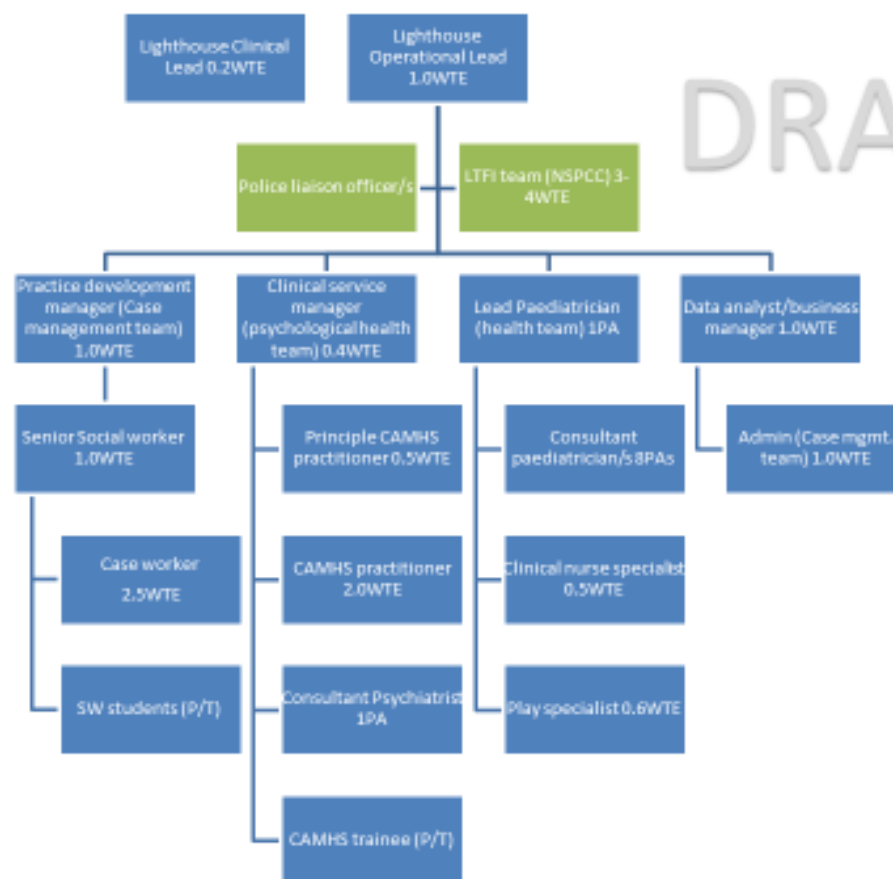
Police liaison officers

'Letting the Future In' practitioners (NSPCC)

### **External to the Lighthouse**

Professional network around the CYP including: Education professionals, NSPCC, Solace Women's Aid, Social worker, Police officer (OIC), CPS RASSO lawyer and other specialist VCS for domestic violence, youth work, gangs

The post holder will be based at the Lighthouse.



## MAIN DUTIES AND RESPONSIBILITIES

1. Hold a caseload of complex high-risk cases and carry out all elements of direct case work for these cases.
2. Provide advice, case consultation, planned case management and supervision to child and family practitioners in the team.
3. To contribute to case discussion and intake decision making
4. Ensuring that the Lighthouse complies with all relevant ISVA/MOJ/Home Office guidance.
5. Work in conjunction with the consultant social worker and practice development manager to ensure appropriate representation of the criminal justice support needs of children and young people at relevant internal and external meetings.
6. Support the Consultant Social Worker in delivering training and practice workshops in partnership with others.
7. Undertake case audit, and support our research and the development of work relating to the child victims experience of the criminal justice process.
8. Support the Consultant Social Worker to undertake quality assurance activities to maintain the effectiveness of the service
9. Support contextual and transitional safeguarding approaches across the service.
10. Develop practice directives for the wider service and continuous improvement of the service of the lighthouse.
11. Contribute to the development of service delivery, business and other plans and support the in the production of business cases where required
12. Any other reasonable duties.

## **COMMUNICATION**

1. Ability to providing and receiving highly complex, highly sensitive or highly contentious information where there are significant barriers to acceptance which need to be overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere.
2. As part of the case management team to effectively communicate within the Lighthouse and external agencies with a view to fostering effective working relationships.
3. To represent the Lighthouse in case management discussions with external partner agencies as required.
4. To listen to service users and ensure they can contribute to the Lighthouse service development through the YP forum and Parent forum
5. To ensure patient confidentiality is maintained at all times.

## **GOVERNANCE**

1. To work within the Lighthouse clinical, safeguarding and operational governance structures and processes within the Lighthouse.
2. Follow all local and Trust procedures, including reporting incidents and safeguarding concerns.

## **QUALITY**

1. To work within a child/young person focused multi-professional approach to care in collaboration with families, carers, the professional network and other agencies.
2. To implement all safeguarding, clinical, operational and other risk management arrangements in accordance with procedures.
3. To ensure risk assessments are undertaken and regularly reviewed when working with children, young people and families.
4. To contribute to the Lighthouse's audit and research programmes.
5. To contribute to service improvement in the case management team in the Lighthouse based on the outcome of research, internal learning and best practice.

## **INFORMATION/IT MANAGEMENT**

1. To keep timely and complete notes in electronic patient record system (Excelicare) to enable the provision of timely and accurate information for case management, audit and service improvement.
2. To contribute to databases, spreadsheets, and other electronic documents in the Lighthouse as and where necessary.
3. To contribute to clinical and quality audit for the case management team in the Lighthouse as required.

## **FINANCE AND RESOURCES MANAGEMENT**

## **PERSONAL AND PEOPLE DEVELOPMENT**

1. To be appraised at least annually and contribute to own personal development plan (PDP).
2. To be responsible for developing and sustaining own knowledge & skills (as appropriate) and professional awareness in accordance with CPD requirements and maintain a professional profile.

3. To be accountable for and ensure own/ and case work team's competence in practice.
4. To take part in reflection and appropriate learning from practice, in order to maintain and develop competence and performance.

### **HEALTH SAFETY AND SECURITY**

1. To contribute to maintaining safe, secure and clean environments within the Lighthouse; particularly tidiness of therapeutic spaces, security of the building and keeping children or young people safe from harm in the Lighthouse building.
2. To notify the Operational Manager of potential hazards or risks for staff, children, young people, families and visitors so that action is taken as required and relevant incident reporting procedures are adhered to according to Trust policy.
3. To comply with all standards of conduct and care that relates to both the Trust and Lighthouse policies and guidelines, especially the following legislation: The Health & Safety at Work Act, including Manual Handling.

### **SERVICE IMPROVEMENT**

1. To contribute to developing and implementing the Lighthouse service improvements with specific reference to case management and advocacy.
2. To enable children, young people and their families to have their voice heard in fora such as YP forum, parent's forum and the sharing of anonymous stories with the Lighthouse.
3. To promote the voice of children, young people, families and adult survivors in the evaluation and improvement of services.
4. To encourage children, young people and families to complete feedback surveys.

### **EQUALITY AND DIVERSITY**

1. To carry out duties and responsibilities with regard to the Trust's Equal Opportunity policy.
2. To recognise the importance of peoples' rights and act in accordance with legislation, policies and procedures.
3. To model good practice when recognising peoples expressed beliefs, preferences and choices; respecting diversity and valuing people as individuals.
4. To take account of own behaviour and its effect on others.

### **CAPACITY AND CAPABILITY**

1. To have the capacity and capability to deliver the case management service and comply with Home Office guidance for ISVAs.

### **GENERAL**

1. Adhere to the UCLH Service Commitment "Putting Patients First" and adopt a professional approach to customer care at all times.
2. Comply with the Trust's Equal Opportunities Policy and treat staff, CYP, families, colleagues and potential employees with dignity and respect at all times.
3. Take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.
4. Take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage, and to comply with the Trust's Standing Financial Instructions (SFIs).

5. Comply with Trust policies for personal and CYP safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps
6. In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic
7. Be aware of and adhere to all Trust policies and procedures, the Health and Safety at Work Act and the Data Protection Act.
8. Maintain confidentiality at all times.

## OTHER

These guidelines are provided to assist in the performance of the contract but are not a condition of the contract. The 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 and after consultation with the post-holder.

All staff will be regularly assessed on their knowledge, skills and behaviour, and application of all aspects of the job description, in line with the Trust's Personal Development Review (PDR) process.

## Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through [values](#) to describe how we serve patients, their families and how we are with colleagues in the Trust and beyond.

### We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
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### We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
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### We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
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### We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
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**Person Specification****Post: Lighthouse Consultant Social worker****ate's  
Name:**

\*Essential / Desirable – E/D

**HOW WILL CRITERIA BE ASSESSED?  
(A)APPLICATION / (T) TEST / (I) INTERVIEW / (R) REFERENCES**

REQUIREMENTS	*E / D	How assess	Met	Not Met	EVIDENCE TO SUPPORT ASSESSMENT
<b><u>1. Knowledge &amp; Qualifications</u></b>					
a. ChISVA accreditation with recognised provider or Social work qualification ( <b>Masters Level</b> or equivalent) and current HCPC registration.	E	A			
b. Recognised management and leadership qualification or demonstrable equivalent management and leadership experience.	E	A			
c. Highly developed specialist knowledge in working with victims of child sexual abuse cases going through the criminal justice system including up to date knowledge of the criminal justice system.	D	A/I			
d. A highly developed understanding of systems and barriers faced by vulnerable children in accessing services to support their experience of recovery from child sexual abuse particularly for black, Asian and minority ethnic groups and children with disabilities.	E	A/I			
e. Knowledge of up to date Pan London child protection procedures and statutory guidance relating to multidisciplinary safeguarding.	D	A			



**4. Personal And People Development**

- a. Decision-making skills
- b. Knowledge on safeguarding issues linked to this role
- c. Able to communicate effectively to all disciplines
- d. Able to manage time effectively
- e. Able to priorities objectives and workload

E  
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A/I  
A/I  
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DRAFT

<b>5. Health, Safety And Security</b> a. Monitors and maintains health, safety and security of self and others b. Safeguarding risk management techniques and skills	E    E	I    I			
<b>6. Quality</b> a. Ability to priorities work in the face of competing demands b. Ability to manage and deliver to deadlines and within resources	E   D	A/I   A/I			
<b>7. Equality and Diversity</b> a. Comprehensive understanding of structural inequalities and systems that act as barrier for CYP and their carers in accessing services. b. Commitment to the development of active strategies to ensure equity of outcome for our children and young people.	E   E	I   I			
<b>8. Information processing</b> a. Able to utilise ICT to full potential	E	A/I			