

JOB DESCRIPTION

Oxford Health NHS FT

Job Title: Senior Homelessness Mental Health Practitioner (Social Worker, OT or CPN)

Band: 7

Responsible to: *Team Manager, Oxford City and North East Oxon AMHT*
Responsible for: *Band 6 Homeless Mental Health Practitioner*
Band 5 Social Prescribers

Accountable to: Team Manager, Oxford City and North East Oxon AMHT

Governance: Aidan Harker, AMHT

Place of work: [Luther Street Medical Centre](#)

Hours: Part Time (4 days a week, 30 hours per week)

Author: [Aidan Harker](#)

Creation Date: 1st April 2018

Last Updated: October 2021

Document Ref: LSMHP/CM/AH

Version: 2

BACKGROUND

Luther Street Medical Centre (LSMC) is an award-winning GP surgery providing healthcare to people experiencing homelessness in Oxford City. The team provide care for around 500 adults from a city centre building, as part of a multi-disciplinary team which includes GPs, practice nurses, mental health practitioners, social prescribers, Turning Point (Oxfordshire's Drugs & Alcohol treatment service), dentistry, podiatry, acupuncture, administrative support and volunteers.

There are daily team meetings, together with an established programme of weekly meetings that include governance, audit, significant events, whole team meeting, clinical supervision and complex case review. The practice uses EMIS for clinical note keeping (the AMHT using Care Notes), LSMC has AccuRx to facilitate digital contact/consultations and Microsoft Teams for staff communications.

The post holder will be based at Luther Street Medical Centre and will work jointly with Luther Street staff and the AMHT of Oxford Health, to ensure mental health service access and provision for Luther Street patients and those not registered with a GP and/or accessing primary healthcare.

The post holder will supervise a Homeless Mental Health Practitioner and 1.2 Social Prescribers, all of whom are based at Luther Street.

The post holder will have an excellent understanding of legal frameworks for practice and role model advanced clinical knowledge and skills. They will work both in a caseload/clinic setting and via outreach to unattached homeless people with mental health difficulties who are in need of secondary care and intervention.

The post holder will forge close links with local agencies/hostels that support homeless people. The post holder will be responsible for working with managers of hostels and voluntary sector organisations to identify learning needs and to deliver evidence based training to staff to ensure mental health pathways are coordinated in a timely and effective manner, and to increase the understanding of mental health pathways for those working in primary care and the third sector.

The post is designed to be flexible and the post holder will work with a high degree of autonomous practice. Working with identified needs of the homeless population, this may mean working with individuals who may not reach the threshold for secondary services. These individuals may have a dual diagnosis of mental health and substance misuse.

The post holder will be the CPA Coordinator for all treatment function clients of the LSMC and have regular links in with the Aspen treatment function.

Oxford Health NHS Trust provides in house mandatory training in areas such as Resuscitation, Safeguarding, Infection Protection and Control and has a generous study leave policy for doctors.

JOB PURPOSE

1. To assess and care/treatment plan jointly with the Primary Care Team and link Consultant.
2. To provide consultation, training and practical service to practitioners within primary and secondary healthcare services and the voluntary sector in respect of the resources available to aid mental health, wellbeing and recovery of the homeless in Oxford City, including those not registered with a GP and/or accessing primary healthcare.

3. Proactively outreaching to those sleeping rough for whom mental health concerns have been raised with LSMC and other agencies.
4. Offer clinical leadership within LSMC in the field of mental health as part of a commitment to developing a comprehensive service to patients. To maintain this through training and professional development.
5. Maintain a mental health register of LSMC patients.
6. Play a key role in audits, both within LSMC and the Trust following the guidelines and goals set by commissioners and other funders of the post.
7. Deliver strategic objectives of the LSMC with specific consideration to the mental health needs of the homeless population.

Freedom to Act:

1. Act independently and use own initiative in order to manage workload and solve problems within appropriate professional guidelines, with performance and outcomes reviewed through supervision from your line manager, practice manager and the mental health lead GP.
2. Maintain professional integrity in line with your relevant Code of Ethics and Professional Conduct.
3. Lead projects, as agreed with line manager and staff at Luther Street surgery, and develop practice, including the implementation of outcomes.
4. Liaise with external agencies as required, ensuring that close working links are forged and maintained. Keeping abreast of changes within the network, referral procedures and criteria's.
5. Act as a bridge between services, ensuring excellent standards of communication across health and social care boundaries.
6. Work proactively to ensure that service users experience smooth transitions across interfaces between primary and secondary care.

Clinical and leadership duties:

1. Assess mental health with a view to enabling clients to access appropriate primary or secondary care services. They will also assess and work with those clients who will not traditionally meet secondary service thresholds.
2. Act as a CPA Care Coordinator (AMHT) where appropriate for a small group of complex patients for short periods and will also co work with patients who are already established within secondary mental health services where appropriate. This may involve work around housing, benefits, medication and employment and support ongoing communication between services.
3. Provide initial service for clients with severe mental health problems until secondary services are in place, arranging speedy transfer to community mental health teams as appropriate.
4. Provide a consultative service for colleagues in primary and secondary health services, identifying local resources available in Oxford which will aid recovery of service users.

5. Provide supervision and support to staff in voluntary and hostel settings in dealing with complex cases.
6. Provide supervision in line with Trust policy to band 6 Homeless Mental Health Practitioner and 2 Social Prescribers embedded within LSMC.
7. Ensure that the physical wellbeing of the service user is assessed and that access to treatment is encouraged as appropriate. prompting primary medical care to those not accessing the surgery.
8. Work with clients and assess when it is appropriate to refer on to other services e.g. working towards and enabling engagement with a psychologist.
9. Be flexible in approach and access to enable ease of access to patients to promote recovery and maintain mental well being
10. Work with individuals who may be using or are addicted to illicit substances, alcohol or other substances – ensuring that if appropriate they are encouraged to access services in area.
11. Work closely with drug and alcohol services where appropriate providing cohesive working for clients with a dual diagnosis.
12. Act as an advocate in relation to access to services and social inclusion, breaking down organizational barriers where necessary.
13. Speak at local and national conferences as appropriate.
14. Develop close liaison between hostel managers and staff in order to deliver timely delivery of treatment packages to those in most need, attending meetings where appropriate and being open to improved ways of working together to work with joint clients.
15. Provide high level support and advice to hostel staff and accommodation providers.
16. Work flexibly within primary and secondary care services (and 'in-between') demonstrating excellent understanding of issues facing the homeless population and primary and secondary services.
17. Maintain and demonstrate advanced clinical practice in working with the homeless population.
18. Actively outreach to those who raise mental health concerns who are not engaged with any services and or are not accessing the LSMC.
19. Demonstrate a clear understanding of up-to-date clinical practices, legal frameworks, policies and procedures, with direct reference to Adult and Child Safeguarding and including the Care Act 2014.
20. Work with colleagues in Oxford City Council and Clinical Commissioning Group (CCG) to ensure a high level of service for homeless population is maintained.
21. Invoke Safeguarding Vulnerable Adult and Child Protection procedures as appropriate.

Professional:

1. Demonstrate clear understanding of and act at all times in accordance with your relevant professional body Code of Conduct and Ethics.
2. Be knowledgeable of the requirements of the Mental Health Act (1983 / 2007) and work within the framework of the Act. Show a continued commitment to undertake up to date and relevant training to maintain and the improve the skills to order to effectively undertake the Mental Health Practitioner (MHP) role.
3. Where the post holder is currently an AMHP the post holder will remain part of the current Oxfordshire day time rota and continue to commit to training required in order to retain that professional status.
4. Take an active part in the setting and maintaining of clinical standards.
5. Undertake audits as agreed with Luther Street staff and line manager.
6. Maintain and extend own knowledge and expertise in practice by actively seeking clinical supervision, attending workshops, courses and seminars and self-directed learning. Complete all mandatory training and be responsible for maintaining compliance in all areas identified by training matrix.
7. Maintain a professional portfolio for continuing professional development that records learning outcomes through participation in internal and external development opportunities.
8. Actively participate in practice forums both in the wider community including police, probation, voluntary and hostel services, Oxford City Council and in Adult Mental Health and Social and Community Services.
9. Take an active role in the implementation of new legislation, local and national strategies.
10. Contribute to the enhancement of patient care by participation in informal/formal working groups on policy, procedure, quality issues and professional matters.
11. Safely manage boundaries to ensure professional and personal wellbeing. The post carries with it both mental and physical stresses. Patients will often be in crisis, resulting in consultations that are stressful and difficult to manage. The Practice Manager and AMHT Manager will work together to ensure that the post holder has appropriate levels of support and a manageable work plan.

Communication:

1. Work with the multidisciplinary team at Luther Street and in the Trust to establish and maintain effective relationships and networks with colleagues so as to benefit service users. This will include leading decision making with regard to client care programmes and risk management plans.
2. Provide and receive information (some of which may be complex, sensitive or contentious) and use negotiating, motivational, training and supportive skills as required.

3. Effectively manage the clinical work of junior staff e.g. students and volunteers, band 6 Homeless Mental Health Practitioner and Social Prescribers. Work with individuals in which there may be barriers to understanding so as to ensure effective working that prioritises the client's interests.
4. Communicate precisely the results of assessments, intervention and evaluation to referrers and others involved with service users' care through hand over meetings, Carenotes, EMIS, notes and reports.
5. Provide high level support, advice and education to relatives, friends and carers of service users.
6. Identify treatment shortfalls in the service and negotiate satisfactory outcomes with line manager and team.

Service Development and Delivery:

1. Plan, evaluate and audit practice, clinical pathways and protocols, as agreed with the line manager and Luther Street staff.
2. Undertake and lead pilot projects and participate in research and development as agreed with the line manager.
3. Undertake and lead on identified and new audits to ensure clinical standards are maintained, putting into place any improvement plans that are required when analysing audit outcomes.
4. Participate in and lead the delivery of the department's goals, promoting Recovery, Social Inclusion and SDS / Personalisation for service users.
5. Identify training packages which will be effective in different settings across voluntary and hostel providers in Oxford.

Clinical Governance:

1. Apply national guidelines and legislation relating to health and social care.
2. Implement policy and service development in conjunction with team manager.
3. Contribute to the Trust's clinical governance arrangements including the setting and monitoring of practice standards.
4. Ensure a safe working environment (within NHS and Oxfordshire County Council premises and within rented or loaned premises) in which risk has been assessed and plans made to manage/prevent any identified risk.
5. Maintain a portfolio of evidence against standards that the team is expected to meet.

Education /Training

1. Participate in training programmes for staff employed by the Trust.

2. Participate in curriculum development groups when requested. Work to create stronger links with professional training courses such as the Nursing, Social Worker and Occupation Therapy training.
3. Provide information and training to local agencies and special interest groups on mental health issues.
4. Be willing to act as a supervisor and/or assessor for students if feasible with work load.
5. Maintain own mandatory training in line with the Trust's requirements. Expand and develop professional practice through training relevant for skills required for the post.

Administrative/Management

1. Ensure staff in the team are familiar and act in accordance with Trust's Policies.
2. Maintain security and confidentiality of information.
3. Keep record of official mileage/expense and submit monthly returns to the team manager promptly.
4. Maintain accurate activity records and ensure same are entered onto Trust's IT systems in a timely manner.
5. Adhere at all times to the operational policy and quality standards of the team.
6. Provide information on activity to professional leads when requested.
7. Take an active part in all team developments.
8. Provide information to the CCG, City Council and Oxford Homeless Pathways charity as required to fulfil Service Level Agreement.

CODE OF CONDUCT

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

In addition to undertaking the duties as outlined above, the post-holder will be expected to fully adhere to the following:

Personal Development

- To actively participate in an annual performance review (appraisal) and the development and implementation of a personal development plan.
- To take responsibility for their own professional development ensuring professional standards are maintained and statutory and mandatory training is in date.
- To attend any training as requested.

Code of Conduct

- To adhere to the Professional Code of Conduct relating to your profession (if applicable).
- To uphold the principles and values set out in the NHS Code of Conduct for Managers.
- To support the organisation in developing an effective work/life balance for employees that meets the needs of the organisation.
- To ensure that the health and wellbeing of patients is at the centre of all activities and that all staff engage and communicate with patients as appropriate.
- To always promote quality and safety of patients, visitors and staff thus enabling the Trust to meet its regulation requirements (Care Quality Commission Registration – Regulations and Outcomes) that relate most directly to patients and also strive for continuous quality improvement.

Equal Opportunities/Diversity

- To observe Oxford Health NHS Foundation Trust's Equal Opportunities Policy providing equality of treatment and opportunity to employees, service users and service providers irrespective of sex, sexuality, age, marital status, ethnic origin or disability.

Health & Safety

- To take responsibility for the health & safety of themselves and other persons who may be affected by their omissions or actions at work.
- To promote the Trust's Health and Safety Policy and ensure matters are managed in accordance with it.
- To co-operate with the Trust to ensure that statutory and departmental regulations are adhered to.
- Report accidents, incidents and near misses, implementing corrective action where necessary.

Infection Control

- To comply with Trust policies for infection control and hand hygiene such as hand hygiene, decontamination Policy, uniform and workwear code and standard precautions Policy to reduce the spread of healthcare-associated infections (HCAIs).
- Employees with clinical responsibilities must incorporate into their clinical activities up to date evidence that supports safe infection control practices and procedures, such as the use of

aseptic techniques and the safe disposal of sharps.

Confidentiality and Data Security

- To comply fully with the duties and responsibilities outlined in the Trust's Information Governance Policy.
- To comply with the Data Protection Act 1998, NHS Confidentiality guidelines (eg. Caldicott, GMC) and any code of practice on Confidentiality and Data Protection as accepted by the Trust. Departmental codes of practice and procedures for confidentiality are available from the head of department.
- To ensure that all information collected, stored and used is done so in compliance with the above Act and any relevant Trust Policy.
- To preserve the confidentiality of any information regarding patients, staff records in your area (in connection with their employment) and the Trust business. This obligation shall continue in perpetuity.
- To raise any matters of concern with your Manager/Director

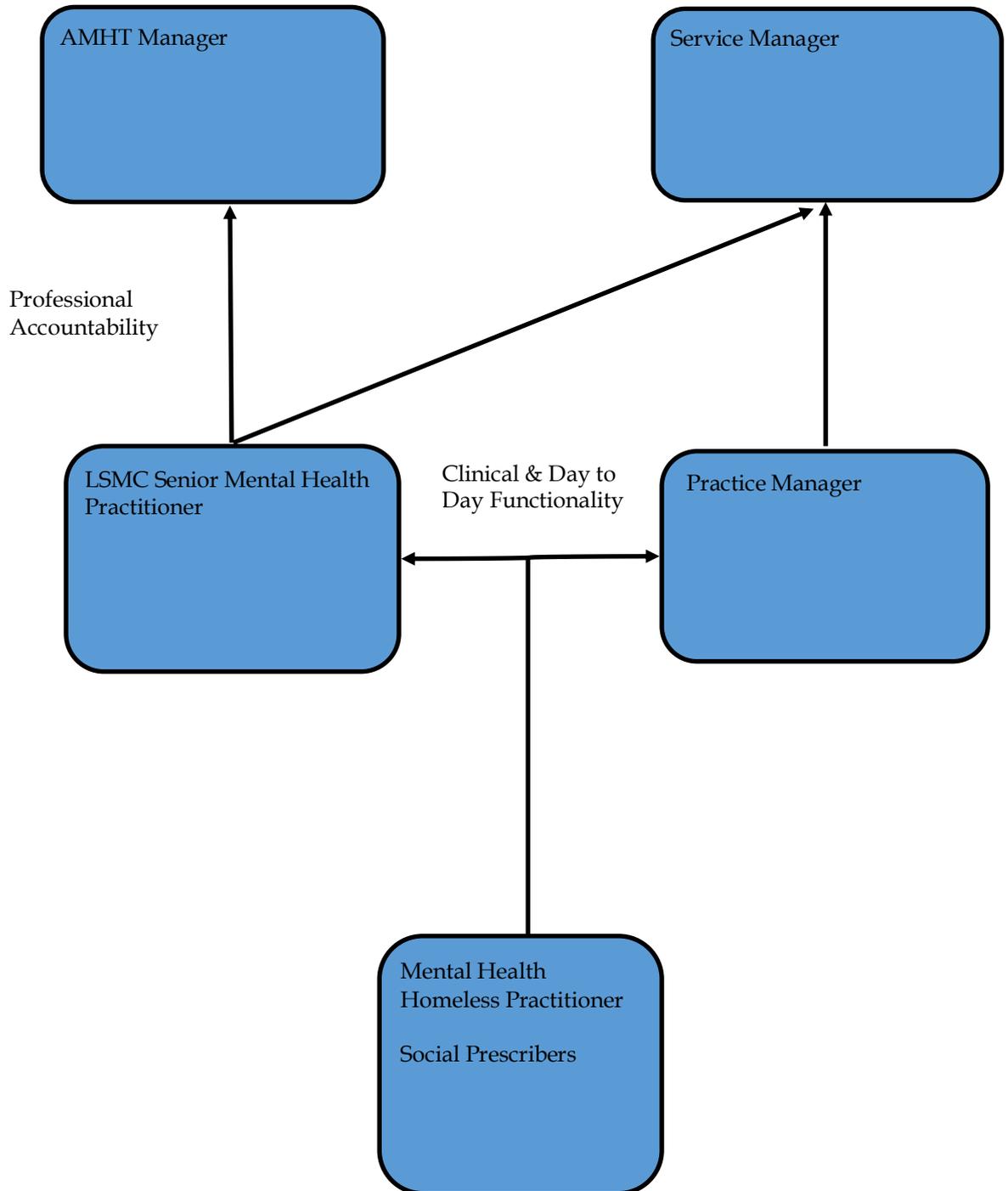
Safeguarding

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Other

- To be aware of and work in line with all Trust policies and procedures.
- To carry out any other tasks as reasonably directed.

STRUCTURE CHART



PERSON SPECIFICATION

<p>Band: <i>The following information must be used when completing this section</i></p>		
Criteria for Selection	Essential Requirements	Desirable Requirements
Qualifications – Academic/Skills/Professional	Registered Professional Qualification (Mental Health Nurse , Occupational Therapy or Social Work) Evidence of Continuing Professional Development (CPD) portfolio	Post graduate education specifically relating to client group (Post basic qualification in community care/ research awareness/ management) Approved Mental Health Professional
Further Training or Job Related Aptitude and Skills	IT literate Excellent English verbal and written communication skills Able to prioritise effectively Show evidence of sound problem solving skills Able to work collaboratively as part of a team Understand the legal responsibilities of the profession Have experience and be competent in Risk Management Specialist knowledge and clinical expertise in community mental health in line with professional requirements Demonstrate an understanding of clinical risk assessment and management Have a developed understanding of Clinical Governance Understand the legal frameworks within which you	

	<p>have to practice</p> <p>Maintain professional accountability and professional registration</p>	
Experience	<p>Experience of working within a multidisciplinary team</p> <p>At least 2 years post qualification experience.</p> <p>Relevant experience in community care and have specific clinical expertise in mental health</p> <p>Formal /informal teaching including supervising student placements</p> <p>Providing clinical and or managerial supervision</p> <p>Clinical audit</p> <p>Understanding of Primary Care & AMHTs and interdisciplinary working</p> <p>To be able to carry out moderate to intense physical effort throughout the working day and carry out concurrent activities</p>	<p>Experience of supervising/managing staff</p> <p>Experience of providing leadership</p> <p>Non-medical prescriber</p>
Personal Qualities	<p>To be able to manage in a stressful working environment</p> <p>Adaptable and flexible</p> <p>Able to use own initiative when appropriate</p> <p>Keen to learn</p> <p>Team player</p> <p>Reliable</p> <p>Able to challenge and be challenged</p>	

	<p>Able to build rapport.</p> <p>Good levels of personal resilience.</p>	
Contractual Requirements or other requirements	<p>Able to comprehend and work within the Trust policies and procedures</p> <p>Able to travel to undertake work</p> <p><u>Profession Specific Skills</u></p> <p>All of these professions should be competent in delivering a range of psycho-social intervention skills.</p> <p><u>Occupational Therapy:</u></p> <ol style="list-style-type: none"> 1. Building a collaborative relationship with the patient that will promote reflection, autonomy and engagement in the therapeutic process 2. Applying O.T. models of practice/frameworks to clinical practice and using profession specific assessment tools and outcome measures (e.g. Model of Human Occupation) 3. Utilising expert knowledge of the impact of mental/physical health dysfunction on occupational performance 4. Enabling problem solving and engagement in the intervention areas of personal care, vocation, leisure and general productivity to achieve and maintain balance in activities of daily living 5. Utilising expert knowledge and skills in using activity as a therapeutic tool 6. Applying expertise in the delivery of group work interventions 7. Demonstrating the application of physical health knowledge to mental health practice (e.g. minor assessment of environments and adaptive equipment) 	Car driver with car available for work

Mental Health Nursing:

1. Physical Health Skills – Advanced knowledge of common physical health conditions and their management and an ability to monitor physical health conditions and wellbeing
2. Advanced knowledge of medications and their effects, including side effects and the management of side effects.
3. Psycho-educational family approaches
4. Work with patients who exhibit negative symptoms such as low motivation.
5. Assisting patients to meet their activities of daily living and helping them to attain their optimum level of functioning.
6. Champion Bio-Psychosocial approaches to care

Social Worker:

1. Working knowledge of the application of the Local Authority Care Planning systems
2. Working knowledge of the creative use of personalisation in partnership with service users
3. Working knowledge of the application of the legislative framework: Mental Health Act, Mental Capacity Act, Community Care Act, National Assistance Act
4. To complete the Graduate Certificate in Mental Health
5. Complete the Assessed and Supported Year in Employment in the first year post-qualifying.
6. Demonstrate an application of social work values, particularly anti-oppressive and anti-discriminatory practice
7. Ensure that the social model of mental ill health is promoted within services