

## Job Description



<b>Job Title:</b> Intensive Community Support Clinician (Band 7)	<b>Service Area:</b> Edge of Care	
<b>Directorate:</b> Clinical and Relational	<b>Post Number:</b> 10028937	<b>Evaluation Number:</b> N/A
<b>Grade:</b> PO5-PO6	<b>Date last updated:</b> March 26	

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Job Summary**

The North East London Integrated Care Board is formed of seven London Borough's: Newham, City & Hackney, Tower Hamlets, Waltham Forest, Redbridge, Havering and Barking & Dagenham.

*NEL's Intensive Community Support Programme* is a new partnership-based initiative that will be launched initially within Newham. This is currently a 12-month pilot programme. It aims to provide intensive, therapeutic, community-based support to children and young people aged 13–18, who have complex needs and circumstances and their families, when there is a high risk of family or placement breakdown, and risk of use of restrictive practices such as DOLS, which cannot easily be managed within existing provision.

Children and young people who will benefit from this new service may currently be in an A&E bed, admitted to a ward following an incident or for someone who has had repeated presentations in crisis but is not able to engage with available therapeutic offers. In such cases, the child or young person is physically well enough to go home or back to their

placement, but home isn't always ready enough for them meaning they end up back in hospital or their social care placement breaks down.

This unique small team will be clinically led but based within Newham Local Authority's Edge of Care Service to deliver a flexible and fully joined-up pathway. The team will triage and offer assessment, consultation, intervention, advice and support to services, families, and young people to try to best meet the needs of young people complex needs including challenging behaviour in the community. This will support the development of inclusive support plans for children or young people, whether they are living with their families or in care placement. The service is not intended to replace or replicate the work of existing CAMHS crisis or home treatment teams, psychiatric inpatient care, or long-term care coordination. Instead, it will work collaboratively with existing services by addressing critical gaps in the current system through a proactive, therapeutic, and community-based approach.

The post holder will provide specialist interventions for the Intensive Community Support team in partnership with the Edge of Care Service Manager at Newham Council, working intensively with children and young people in the community. This role in partnership with your specialist team will be responsible for assessing and providing appropriate intervention to children, young people and their families while also providing consultation to professional networks.

The postholder will be a clinician with:

- Skills and knowledge of assessment and therapeutic interventions to enable effective working with children and young people with complex needs and unrecognized neurodiversity, and the system around them.
- Experience of research and audit is desirable as these services are being initiated on a pilot basis currently, and will be subject to a robust programme of evaluation and outcome

### **Key Tasks and Accountabilities:**

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **To undertake all responsibilities listed below:**

- Assess and provide the appropriate formulation, feedback and care planning to clinical and care provider teams.
- Provide consultation and training to clinical and care teams working with children and young people presenting with significant behaviour that challenges and/or mental health problems.
- Ensure that children and young people, and their families, receive a culturally competent service.
- Ensure that interventions and work with care staff or families of children and young people adheres to the principles of evidence-based behavioural interventions.

#### **Clinical**

- To conduct complex clinical work including assessments, formulations, feedback and specialized care planning and interventions for children and young people presenting significant behaviour that challenges and/or mental health problems.

- To provide comprehensive specialist assessments including risk assessments of children and adolescents with complex mental health problems, and their families based on having an in-depth knowledge of child development, adolescent mental health disorders and the impact of the family and school on mental health.
- Make complex judgements with support on a daily basis regarding complex cases and be able to analyse and present strategically both the issues and solutions. This may result in analysing a range of options that are presented and determining the appropriate course of action.
- To work as a practitioner providing clinically effective and therapeutic interventions for children, adolescents and their families taking into account the complexities of mental health problems. This requires an awareness of the potential impact of wider systems on individuals and families and to be able to assess and provide the appropriate format of intervention and adhere to the principles of evidence-based behavioural interventions.
- To be able to communicate sensitive, complex and sometimes unwelcome information to clients and other professionals and manage this as constructively as possible.
- To provide consultation and training to professionals who come into contact with and who have an important influence with children and young people who have mental health needs.
- To utilize skills flexibly so that interventions can be creatively thought about, and provided at clients' homes, schools, or other appropriate settings.
- To work effectively with colleagues from other disciplines as appropriate throughout the assessment and treatment process.
- To demonstrate expertise in analysing and reflecting upon own clinical practice and that of others, in all aspects of care given to children, young people and their families/carers.
- To be able to recognize child protection situations and work confidently within complex safeguarding frameworks, ensuring that safeguarding concerns are identified, escalated and managed in accordance with statutory guidance and local protocols.
- To manage family and other groups of children, adolescents and adults who at times may be physically and verbally aggressive towards other members of the family and/or staff. To ensure safety as a paramount consideration and to be aware of different levels of intervention.
- To ensure documentation and care plans are comprehensive and of the highest standard.
- To provide consultation/intervention to professionals working with the children and young people e.g. foster carers, care homes, teachers, mentors and social workers.
- To be a resource of specialist advice, specifically relating to child and adolescent mental health, to professionals in other agencies/organizations working in the field of child and adolescent mental health,
- To act as care coordinator for an identified small caseload and to be responsible for the co-ordination of assessment, planning, implementation and evaluation of therapeutic packages of care.
- To ensure acceptable levels of safety (regarding potential verbal and physical aggression from disturbed clients, and for self and other colleagues when necessary). To adhere to the "lone worker policy" and update training when necessary.
- Provide advice and support on the management of complex cases and the prevention and management of risk
- Be fully conversant with the London Borough of Newham policies and processes, Trust clinical policies, the Mental Health Act 1983 and ensure they are implemented in practice.

- Ensure all incidents are reported in accordance with London Borough of Newham polices, Trust policy and Learning from SUI's and ensure these are proactively managed and used to influence change in clinical practice.
- Strengthen and maintain links with other professionals and agencies ensuring that there is joined up working that enhances communication for the service user. This includes liaison with community CAMHS, CECS, ICCS, the DBT service and Tier 4 services.
- Ensure systems are in place which promote patient choice in all aspects of their care to improve the quality of patient experience, and that any complaints are addressed quickly and efficiently.
- Ensure that children and young people, and their families, receive a culturally competent service.
- To be responsible for monitoring and recording and reporting on all work including clinical and communicating complex clinical information to a variety of recipients e.g. service users, families and carers, other professionals orally and in writing around behavioural management for young people with significant behaviour that challenges and/or mental health problems.
- Ensure recording of relevant information as consistent with the London Borough of Newham's record keeping policy.
- Record relevant information and communicate areas of risk to appropriate staff consistent with principals of and limitations to confidentiality.
- To provide clinical information as required for input into Newham Council's and the Trust electronic information systems

### **Management, Leadership and Administration**

- Assist in the continuous improvement of services through development and change management
- Adhere to the London Borough of Newham's data protection and confidentiality policies. They must ensure the appropriate use of shared systems and secure data sharing in line with the UK General Data Protection Regulation (GDPR).
- Assist with the development, evaluation and monitoring the Intensive Community Support Programme through the deployment of professional skills in research, service evaluation including outcome measures, service user feedback, audit and reporting with NHS and Local Authority systems
- Contribute to the development of innovative and flexible approaches to delivering accessible and responsive health services.
- To ensure the maintenance of good clinical standards of practice, administrative processes are followed.

### **Research and Service Evaluation**

- Fully engage in the independent evaluation of the service.
- To use research to inform evidence-based practice in work with individuals, families and their networks in line with current and best practice.
- To be aware of the up-to-date research and evidence relating to the care and treatment of children and adolescents with mental health problems.
- To undertake or participate in relevant clinical research, service evaluation and audit as required.
- To analyse data and information to inform and improve service delivery as required by

the Intensive Community Support Programme.

- To participate fully with user feedback and user involvement initiatives.

### **Continuing Professional Development**

- Receive clinical supervision in accordance with Trust supervision policy and in accordance with the London Borough of Newham's Supervision policy.
- Discuss with the supervisor new learning and new ways of working where appropriate.
- Maintain high standards of clinical practice that adheres to the professional standards and the professional codes of practice of the post holder's professional body.
- Accountable for own professional action and to seek advice and supervision from line manager where needed over ethical issues and CAMHS policies.
- Maintain and develop core skills in professional post-graduate teaching, training and supervision.
- Maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health
- Contribute to the development and maintenance of the highest professional standards of practice, through active participation in internal and external CPD training and development programmes, in consultation with the line manager.
- Undertake breakaway or other such appropriate training as required, follow safe working guideline and adhere to lone worker policies.
- Attend regular supervision with line manager and clinical supervisor, participate in annual appraisal, and have a personal development plan in line with organisational policy.
- Maintain professional registration.

### **Governance**

This role sits within the London Borough of Newham and reports to the Edge of Care Service Manager. Governance is overseen by the Local Authority, with the postholder operating within a framework that integrates NHS clinical standards (e.g. NICE, CQC) and statutory duties under the Children Act 1989 and Care Act 2014. Joint safeguarding protocols and escalation procedures will be applied according to service needs.

## Personal Specification



<b>Job Title:</b> Intensive Community Support Clinical Lead	<b>Service Area:</b> Edge of Care	
<b>Directorate:</b> Specialist Services	<b>Post Number:</b> 10028937	<b>Evaluation Number:</b> N/A
<b>Grade:</b> PO5-PO6	<b>Date last updated:</b> March 26	
<p><b>IMPORTANT INFORMATION FOR APPLICANTS</b></p> <p>The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible</p>		
<p><b>EQUALITY AND DIVERSITY</b></p> <p>We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.</p>		
<p><b>PROTECTING OUR STAFF AND SERVICES</b></p> <p>Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.</p>		

CRITERIA	METHOD OF ASSESSMENT
<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>• Previous experience of working with CYP and Families.</li> <li>• Experience and knowledge of working in a trauma informed way.</li> <li>• Clinical experience in the assessment and management of complex issues in CAMHS setting such as challenging behaviour, dynamics etc.</li> <li>• Experience of Crisis and Risk Management.</li> <li>• Partnership working with other statutory and voluntary agencies</li> <li>• Able to work systematically and objectively in a challenging situation.</li> <li>• Experience of providing evidence-based interventions to patients with complex problems.</li> <li>• Experience of working in a multi-ethnic community</li> </ul>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<ul style="list-style-type: none"> <li>• Experience of working in inner city communities and awareness of the potential impact of discrimination and disadvantage on mental health. Able to provide a culturally competent service.</li> <li>• Experience of working in multi-disciplinary or multi agency teams</li> <li>• Experience of setting therapeutic boundaries with patients and care givers who exhibit extreme challenging and high-risk behaviours that require advanced interventions to enable effective de-escalation.</li> <li>• Able to communicate complex and sensitive issues to a range of audiences around behavioural management for young people with significant behaviour that challenges and/or mental health problems</li> <li>• Knowledge of Positive Behavioural Support (PBS) models.</li> <li>• Experience of variety of clinical areas, e.g. community, crisis &amp; inpatient CAMHS services.</li> </ul>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p><b>EDUCATION/QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>• Registered Mental Health clinician with equivalent professional registration (e.g. RMN, OT, Social worker).</li> <li>• Current professional registration</li> <li>• Qualification in appropriate mental health/social welfare profession including:</li> <li>• Clinical Psychologist / Counselling Psychologist/Systemic Psychotherapist / Clinical Nurse Specialist (Mental Health or LD) / Social Worker/Child psychotherapist</li> <li>• Appropriate level of qualification for your profession e.g. BSc, Masters or Doctorate</li> <li>• Registration with your appropriate body (e.g., NMC, HCPC, etc.)</li> <li>• Evidence of post qualification study and personal development (e.g. Advanced nurse practitioner, PBS trainer).</li> <li>• Positive Behaviour Support training with recognised provider.</li> <li>• Qualifications/ training in specialist skills e.g. systemic therapies, DBT, MBT</li> </ul>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p><b>SKILLS AND ABILITIES:</b></p> <ul style="list-style-type: none"> <li>• Evidence of well-developed clinical skills</li> <li>• Skilled in emergency and crisis assessments</li> <li>• Specialist clinical skills within specific therapeutic modalities</li> <li>• Assessment and formulation skills and able to draw upon a broad theoretical knowledge base to arrive at appropriate formulations.</li> <li>• Able to compare and select from a range of treatment options based on formulations.</li> </ul>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<ul style="list-style-type: none"> <li>• Ability to practice in an emotionally sensitive way and to deal with hostility and antagonism, to impart difficult news.</li> <li>• Ability to write coherent, clear and relevant reports.</li> <li>• Knowledge of legislation and its implications for clinical practice with this client group.</li> <li>• Able to be flexible and adapt approach according to need.</li> <li>• Able to accommodate disruption to plans owing to the often crisis nature of the acute working environment.</li> <li>• Abilities to deal with stressful situations arising with staff or clients.</li> <li>• Self-reflexivity: ability to reflect how identities and cultures impact work and working relationships and young people's engagement.</li> <li>• Able to work effectively across organisational boundaries and manage inter agency working</li> <li>• Organisational and time management skills.</li> <li>• Negotiation and resolution skills</li> <li>• IT Skills.</li> <li>• Evidence of ability to lead and influence others</li> </ul>	<p>Application and Interview</p> <p>Application and Interview Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>• Ability to drive/travel</li> <li>• Commitment to Equal Opportunities</li> <li>• Able to manage effectively frequent exposure to highly distressing/highly emotional circumstances and exposure to traumatic circumstances.</li> <li>• Ability to deal sensitively with stressful situations including staff and /or organisational problems, child abuse, family breakdown, serious mental ill health, and to cope with verbal abuse, aggression from service users, families etc and to recognise and diffuse potential physical abuse from clients.</li> <li>• Respectful approach to service users, families, carers, colleagues and other professionals.</li> </ul>	<p>Application Form/Interview Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>