

JOB DESCRIPTION

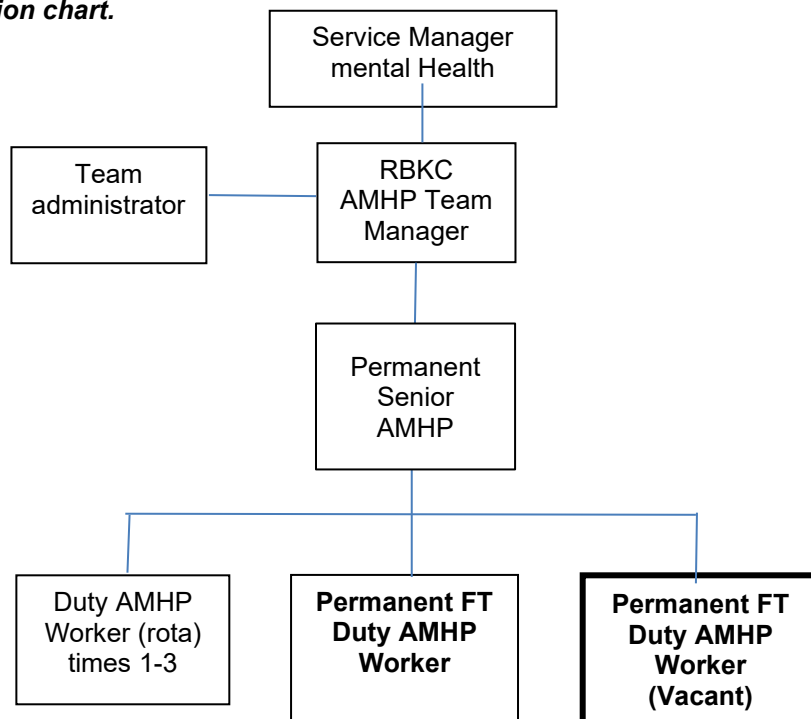
Job Title	Social Worker / AMHP Duty Worker
Department	ASC & Health Partnerships
Section or Service	Mental Health
Grade	AMHP Grade F

DESIGNATION:

Responsible to:	RBKC AMHP Duty Service Team Manager
Employees directly supervised (if applicable):	Students and Trainee AMHPs as required

Family Tree

Indicate by means of a diagram the position of job within the organisation or attach an organisation chart.



1. JOB PURPOSE:

To work with the daytime AMHP Duty Service during normal working hours (office based in person), though there is the expectation that any referral before 5pm requiring action on that day, will fall to the Duty AMHP in day services. To prioritise workload depending on risk(s), urgency and complexity. To work in a demanding role, resolving conflict situations and maintaining a high standard of professional attitude. To scrutinise referrals, planning & arranging assessments, liaise with various partner agencies and coordinate the day to day duties. Ensuring the AMHP Duty Service provided an efficient and timely response to requests, managing own stress and workload. Ensuring professional qualification and warranting requirements are maintained. Being flexible both in your approach to the role and dealing with challenging situations, ensuring that any risk(s) to the public, family, colleagues & any other parties is managed safely and proportionately. To respond to residents and customer complaints. To ensure an up to date knowledge of relevant legislation and policy requirements which AMHPs are required to adhere to. To fulfil the statutory role of an AMHP and execute the powers accordingly, which may at times require assessments being undertaken out of borough.

To seek support, advice and guidance from the AMHP Duty Manager when appropriate. To ensure that the AMHP Duty Manager is informed of daily events and kept abreast of any developments, complaints or service needs.

To ensure all paperwork is completed within the statutory & local policy requirements, to ensure all paperwork is fit for scrutiny and legally defensible.

2. DESCRIPTION OF DUTIES:

- To carry out Mental Health Act Assessments as an autonomous practitioner and consider the least restrictive options
- To complete, in accordance with the Mental Health Act, all assessment and recommendation paperwork and ensure this is uploaded to patient record
- To provide a strong social work and social care perspective to the work undertaken in the team and act as a social care expert to others around Mental Health Act legislation
- To ensure all AMHP warranting requirements are maintained in order to remain warranted, including evidence of required continuing professional development
- To maintain Professional registration with the relevant professional body and observe the professional code of conduct at all times.
- To engage in regular vetting with the Disclosure and barring service.
- To keep abreast of all relevant legislation and case law relevant to being an AMHP, sound working knowledge and practice with regards to The Care Act 2014 and any other relevant legislation.
- To have responsibility for a portfolio of cases for a defined area of work as determined by the line manager
- Co-operate and participate in the rota duty system at all times with other members of the service unit and to respond to Emergency situations when required when referred to the AMHP Duty Service before 5pm which may lead to working unsociable hours until the assessment is safely completed.
- To promote and ensure maximum service user/carer's involvement and participation at all times.
- To ensure personal and professional development as an AMHP and to maintain the AMHP warrant for the borough
- To attend ward rounds and advise on Social Care elements for the care and treatment of residents and liaise in relation to referrals of inpatients who need discharge planning, when required.

- Ability to communicate verbally and in writing
- Ability to work positively as a member of the team both with Social Services and with other agencies
- To maintain a 'can do' attitude
- To be prepared to complete assessments on behalf of the Local Authority RBKC for patients placed out of area, sometimes requiring travelling outside of London, where the legal duty remains with RBKC to complete the assessment.
- Ability to respond positively to supervision and training
- Ability to prioritise and manage own work process and to work under pressure
- Ability to manage stress and conflict
- Ability to produce information and reports
- Proven experience in Negotiating and Advisory skills
- To provide comprehensive, culturally appropriate, evidence based assessments to establish eligibility for health and social care services.
- To investigate complaints where appropriate and as directed.
- To undertake statutory AMHP duties and supervise other AMHPs, students and trainees, acting as practice assessor.
- To identify safeguarding issues in relation to both adults and children and to implement procedures as required. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.
- To work with relevant partners and agencies.
- Any other duties as required.

3. DIMENSIONS:

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Social Worker / AMHP Duty Worker
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: • Holder of a social work qualification (CQSW, Dip. SW or equivalent) and AMHP accreditation. • Evidence of current registration with professional body • Significant experience of practicing as an AMHP, varied experience of practicing in different settings and challenging circumstances • Teaching skills

C	Skills, Experience and Attitude Essential: • Significant post-qualification experience of working in mental health services • Experience of undertaking assessments with service users and carers, demonstrating a thorough understanding of the impact of mental illness. • Experience of undertaking risk assessment and risk management with people with a complex mental health needs. • Experience of working collaboratively with service users to identify and compile appropriate care and support. • Experience of multidisciplinary work • Experience of working with people from black and minority ethnic communities. • Awareness of issues affecting minority groups and their access to service. • Knowledge of relevant legislation including Mental Health Act, Mental Capacity Act, Care Act 2014, Human Rights Act 1998. • Well-developed practice skills with clients with complex needs • Well-developed verbal and written communication skills. • Experience of supervising of students, AMHP Trainees.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that:

	• I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council.

- I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.
- I seek out opportunities to learn from my colleagues and build on good practice.

Our residents will feel that:

- I can get my issue resolved without being passed around departments.
- I find it easy to access the services that I need.
- I feel the Council is open to new ideas.