

JOB DESCRIPTION

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| Job Title | Emergency Duty Approved Mental Health Social Worker |
| Position Number(s) | 51017313 |
| Department | Family Services- Tri-Borough Emergency Duty Team |
| Section or Service | Emergency Duty Service |
| Grade | Range D |

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| Responsible to: | Emergency Duty Team Manager, Adult Services |
| Employees directly supervised (if applicable): | Emergency Duty Team Manager |

JOB PURPOSE:

The post holder will provide an emergency social work service for all Adult Service Users in the London Borough of Hammersmith and Fulham, Royal Borough of Kensington and Chelsea and Westminster City Council.

The emergency out of hours work is between 5pm and 9am during weekdays and 9am until 9am on weekends and Bank Holidays.

The post holder will undertake work alongside colleagues from the Tri-borough Emergency Duty Service, working in partnership with the emergency services, where necessary and appropriate.

The post holder will undertake work with clients who have mental health problems, to provide support and undertake interventions as necessary, whether they are in hospital or in the community. To undertake statutory Mental Health Assessments and other interventions in accordance with the Mental Capacity Act.

The post holder will be expected to carry out statutory duties relating to all vulnerable adults, including vulnerable elders and people with learning difficulties. All duties performed will be in accordance with the appropriate policies and procedures for Hammersmith and Fulham, Kensington and Chelsea and Westminster.

DESCRIPTION OF DUTIES:

- To ensure the life and limb of all three borough's residents, in so far as the tasks needed to do so are social work and to arrange placement of vulnerable adults.
- Assessment and protection of vulnerable adults, where necessary and appropriate in consultation with the Police.
- Assessment of elderly people and those with a disability, arranging and authorising the providing of emergency accommodation or equipment/apparatus.
- To undertake assessments under the Mental Health Act 1983 and all associated duties of an Approved Mental Health Professional under the Mental Health Act 1983 and other legislation.
- Attendance at Police Stations, and other places as required, to assist the Police and others in their obligations under Police and Criminal Evidence Act 1984, arranging for or acting as an Appropriate Adult for children, young people and vulnerable adults, as necessary and appropriate.
- To ensure that "no replies" for the vulnerable and elderly at risk assessed thoroughly to minimise risks.
- Liaison and consultation with all appropriate professionals and agencies to ensure a holistic assessment, information sharing and effective intervention at all times.
- To ensure that all work and assessment is recorded as per the relevant procedures and communicate to the relevant daytime staff and teams.

- To ensure that any IT needs or difficulties are communicated to the relevant IT support services at the earliest possible point.
- To participate in any emergency response procedure that may arise as requested.
- To keep up-to-date and be conversant with all operational and practice issues pertaining to the delivery of frontline social work services to all adult client groups.
- To seek emergency legal advice as necessary and appropriate.
- To give advice and support to other staff and other carers in so far as this is needed and is not otherwise available outside office hours.

Generic duties and responsibilities:

- To undertake all work in a manner that is responsive to legislative requirements as well as corporate and national priorities.
- To contribute to the development of the work of the team by helping to formulate the Team Performance Business Plan and to be clear about Team and service priorities as they relate to your role and function.
- To participate in regular supervision.
- To contribute to regular individual performance and development consultations and undertake necessary training and professional development.
- To take responsibility for ensuring that all work undertaken in connection with assessment, planning, monitoring and review functions is undertaken in an efficient and effective manner.
- To strive to achieve and maintain best practice standards in all aspects of the work undertaken.
- To seek direction, advice, guidance and support whenever necessary and appropriate and to ensure that the Tri-borough Emergency Duty Managers are notified of any critical incident.
- To respond to public and other agencies by telephone, correspondence and direct contact in order to provide a service within all three borough's departmental priorities.
- To work in collaboration with staff in other statutory and voluntary agencies.
- To liaise with relevant colleagues in other Divisions and Council departments.
- To attend case conferences and represent the department at formal meetings, courts, etc when necessary.
- To undertake all duties in accordance with all three Council's approach to diversity and/ or Equal Opportunities policies.

- To undertake all duties in accordance with all three Council's approach to health and safety.
- To comply with IT requirements in relation to user data, casework records and management information so that this accurately reflects the work that is undertaken before going off duty, and to pass all information by email to the day service by 9.00am on the next working day.
- To participate in the out of hours duty rota to ensure availability of the service at all times and to abide by the procedures laid down to achieve this.
- To participate in and actively contribute in all team meetings, activities and initiatives relating to service delivery and developments.
- To keep abreast of all relevant legislation and of all three Departmental policies and procedures.
- To undertake other such relevant duties as required by team managers.

All staff are expected to carry out their job in compliance with the Council's Constitution. This means being familiar with the policies and procedures relevant to the job and asking for information and advice if you are unsure of the correct course of action. The Council's Constitution is published on the Internet.

In accordance with Tri-Borough working arrangements, your employment will be with the Royal Borough of Kensington and Chelsea. Under the S113 of the Local Government Act 1972 you may be required to act on behalf of one or both of the other two boroughs, the London Borough of Hammersmith and Fulham and Westminster City Council. This may mean that the location of your employment will vary.

The duties and responsibilities outlined in this job profile are indicative of the role; however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

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.

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| A | <p>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.</p> |
| B | <p>Qualifications:</p> <p>Essential:</p> <ul style="list-style-type: none"> • Must hold a relevant social work qualification (MSW, Social Work Degree, DipSW or CQSW) and be registered as a social worker with the Health Care Professionals Council. • Must be an Approved Mental Health Practitioner (AMHP) with a minimum two years' experience. • Must have a minimum of two years post qualification experience <p>Desirable:</p> <ul style="list-style-type: none"> • A full UK driving licence or live within 1 hour of the office base |
| C | <p>Knowledge and Experience:</p> <p>Essential</p> <ul style="list-style-type: none"> • Experience of undertaking complex social work assessment and practice which take fully into consideration the service users' background and lifestyle choices. • Must have a good working knowledge of issues affecting Adult client groups • Experience of dealing with people in crisis • Experience of working with older people |

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| | <ul style="list-style-type: none"> • Experience of working with people with a range of mental disorder and an understanding of potential effect on clients and their families • Knowledge of the Mental Health Act 1983 and the Mental Capacity Act 2005. • Experience of working with people with a learning disability • Experience of working with adults under the Police and Crime Evidence Act • Experience of working in partnerships with professional agencies and families. • Ability to work alone, using one own's initiative and to make independent decisions under pressure in complex situations • Good risk assessment skills • Ability to build empathetic and supportive relationships with service users and their carers/families. • Ability to discuss and negotiate with colleagues and partner agencies and to resolve differences of opinion or refer these to an appropriate level of management. • Ability to develop effective working relationships with a wide range of service providers both from statutory and voluntary agencies. • Ability to communicate clearly and directly both verbally and in writing. • Ability to make accurate and timely case recording and to update client information IT systems. • Ability to demonstrate sufficient competency in the AMHP five key competency areas as per AMHP regulations 2008. |
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| Our Values & Behaviours | |
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| D | <div style="background-color: #00bcd4; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • 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. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • 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. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • 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 | <div style="background-color: #4caf50; color: white; padding: 5px; text-align: center; border-radius: 10px; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of |

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| | <p>each other.</p> <ul style="list-style-type: none"> • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • 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. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly. |
| <p>F</p> | <div data-bbox="256 669 831 750" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border: 1px solid #00AEEF; border-radius: 10px; margin-bottom: 10px;"> <p>INTEGRITY</p> </div> <ul style="list-style-type: none"> • 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. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • 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. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • 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 |
| <p>G</p> | <div data-bbox="256 1211 783 1285" style="background-color: #00AEEF; color: white; text-align: center; padding: 5px; border: 1px solid #00AEEF; border-radius: 10px; margin-bottom: 10px;"> <p>WORKING TOGETHER</p> </div> <ul style="list-style-type: none"> • 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. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • 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. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • 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. |