JOB DESCRIPTION

JOB TITLE:	Community Mental Health Keyworker
WORKING HOURS:	37.5 hours per week - worked flexibly to meet the needs of the Service Users
SALARY:	£31,155 pa inclusive; access to pension scheme
DBS LEVEL:	Enhanced DBS with Adult & Child Barring
REPORTS TO:	Team Leader at Age UK Islington
LOCATION:	The Post will be based across two main office locations – Islington Mental health Core teams and Age UK Islington. However, we reserve the right to relocate post holders to other operating bases in line with operational requirements.

INTRODUCTION

The North London NHS Foundation Trust provides mental health and social care services, across five Boroughs. The Keyworker role will be based within the Islington Core Teams – see link for further information: Our Services Page | North London NHS Foundation Trust . The Core Team's vision is to provide integrated and person-centered care and to work together in partnership with primary care, the Voluntary & Community Sector (VCS), social care, communities, service users, their carers and families to support and improve mental and physical health for the whole population through a combination of prevention, supporting people to stay well and responsiveness to changes in need.

The service provides five keyworkers to work across the localities in Islington. Three keyworkers are employed by Age UK Islington and two keyworkers by MIND Islington.

Age UK Islington and Islington MIND are both independent charities, Age UK Islington provides a range of one to one personalised support and Islington MIND offer a range of structured and open access mental health interventions including our peer led bespoke projects.

For more information you can visit Age UK Islington on www.ageuk.org.uk/Islington

JOB PURPOSE:

To work within the Islington core community mental health multidisciplinary/multiagency core team, that integrates services across health, social care and the Voluntary & Community Sector.

The main aims of the role:
- Improve Service User experience and outcomes.
- Ensure people with mental health issues have improved access to mental health support.

- That care and support is holistic and person-centred, truly orientated towards the promotion and maximisation of individuals' health, wellbeing and independence
- Health inequalities often faced by people with mental health issues are reduced.
- The new community service approach is a true integration across secondary mental health services, the VCS, primary care, social care, community assets as well as other physical healthcare provision.

The post holder will work across various Service User database systems to both input and extract data to support the effective delivery of services.

MAIN DUTIES AND RESPONSIBILITIES:

- Key workers will seek to identify and address the wider determinants of mental health, such as debt, poor housing and physical inactivity.
- Working with Service Users as a case worker to support them to deliver specific personal goals in conjunction with the wider core team
- Provide the time and flexibility needed on a case-by-case Service User basis to enable and sustain the regular planned engagement that Service Users need to maximise their health, wellbeing and independence.
- Offer a bespoke, tailored approach, ensuring flexibility in form, type, location, time and day of support – recognising one size does not fit all.
- Offer a range of different accessibility options to Service Users, whether this involves face to face at locations and times to suit the individual e.g. local park, café, community centre, online or telephone contact, as well as meeting Service Users at their home where appropriate.
- Develop supportive relationships with local VCS organisations, culturally appropriate community groups and statutory and health services, to make timely, appropriate and supported referrals and connect with diverse local communities, particularly those statutory agencies may find hard to reach e.g. BAME, P of C and LGBTQ+.
- Work with a Service User to co-create a personalised support plan including resources and support to access health and wellbeing support from a range of disciplines and providers, building upon a strengths-based approach to motivate and encourage preventative options for longer term self-management, as well as providing complex intensive casework input where required.
- In addition to this relationship building with the Service User, the key worker will also seek to build effective working relationships with other members of the team and outside professionals as part of our 'Test and Learn' approach. This will include building effective communication channels to identify and solve problems, avoid duplication and work assertively to represent the individual needs of Service Users and share where system change or flex is needed to improve practice

Casework

- Receive and triage referrals from members of the Core Team and a range of Service Users and professionals.
- Carry out case work activity and case manage a quota of Service Users.
- Work flexibly with individuals to provide support in managing their health and wellbeing and make connections to community services and activities.

- Coproduce personalised support plans with Service Users
- Provide support that focusses on enabling Service Users to take control of their health and wellbeing and live independently, working with a diverse range of people and communities.
- Follow up on support and identify ongoing prevention opportunities during case work and at case closure including an agreed ongoing schedule of contact/follow up.
- Carry out and record all work and interactions with Service Users on a range of systems, including NHS recording systems.
- Work collaboratively with Core team members, including representation and attendance at key sites and multi-disciplinary meetings.
- Collaborate with other service teams and systems to ensure the full range support is implemented and fulfilled.
- Carry out learning and personal development responsibilities.

Monitoring, Information and Quality Assurance

- To be proficient in using Microsoft office packages and other identified IT systems.
- To record relevant Service user documentation contemporaneously on identified IT systems as required.
- Facility for learning new software packages which may be in continued development.
- Support completion of Service User referrals, record electronically and feedback to team members.
- Input data onto the Service User information management systems to update Service User Service User details, and periodically use reports to ensure Service User Service User details are correct.
- Be responsible for updating the electronic service directory on a regular basis, sourcing referral criteria and ensuring these are accessible to all relevant parties.
- Provide quarterly reports and feedback to your manager in line with agreed KPI's
- Maintain quality standards in accordance with the policies of your organisation

Partnership Building

- Build and maintain effective working relationships with the Core Team partners and act as a link between these and the wider community offer.
- Develop an in-depth understanding of the specialist service offer from the other partners and how this can be applied in a prevention approach to ensure effective onward referral after triage.
- Ensure the prompt identification and escalation of any areas of system delay, failure or areas of learning and escalate these to the service manager.

Risk Management:

- All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the organisation's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses to improve services. Post holders must also attend training identified by their manager or stated by the organisation to be mandatory.
- Manage risk within your sphere of responsibility, including taking reasonable care

of your own safety and the safety of others who may be affected by acts or omissions. To be aware of the responsibilities placed upon you by The Health Act (2007) to ensure they maintain a safe, infection free environment. This includes the knowledge and understanding of the management of infected Service Users and the principles of Standard Infection Control Precautions including the correct technique for Hand Washing and the appropriate use of Personal Protective Equipment (PPE).

Safeguarding children and vulnerable adults:

- Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.
- Keep up to date with current Safeguarding policy and procedure and follow protocol at all times.

Wider Organisational responsibilities

- Work collaboratively within an MDT setting with clinical staff and with other services provided by the organisation and its partners.
- Meet legislative and all relevant regulatory requirements including Health & Safety.
- Ensure the values of Age UK Islington/Islington Mind and the North London NHS Foundation Trust are upheld.
- Carry out duties in accordance with principles, policies and procedures.
- Provide cover for absent colleagues.
- Carry out administrative duties in connection with the post.

Notes:
This role description is not intended to be exhaustive in every respect but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, the role description does not describe any individual role holder.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Person Specification				
Factors	**Description**	**Essential**	**Desirable**	**Assessment**
Experience/ Qualifications	Health and or Social Care qualifications		✓	App
	Experience of supporting people with Mental health issues	✓		App
	Application of outcomes-based approaches to care and support	✓		App/Int/Pres
	Working with at-risk individuals in a health or social care type role	✓		App/Int
Skills	Carrying out screening and triage functions	✓		App/Int
	Using IT based case management systems	✓		App/Int
	Effective and confident written and verbal communication to wide range of Service User and practitioner audiences	✓		App/Int
	Identifying and resolving Service User issues sensitively within service and professional boundaries	✓		App/Int/Pres
	Able to build supportive and trusted working relationships	✓		App/Int
	Able to prioritise and manage own workload	✓		App/Int
	Working flexibly with people on a one-to-one basis in a coaching role		✓	App/Int
	Working as part of a multidisciplinary team	✓		App/Int/Pres
	Personalised working using motivational interviewing techniques		✓	App/Int/Pres
Knowledge	Relevant voluntary and community sector services knowledge	✓		App/Int/Pres
	Service User confidentiality, privacy and dignity best practice requirements	✓		App/Int
	Core health and social care processes and integrated working approaches		✓	App/Int
Aptitude	Commitment to delivering a high quality and safe service	✓		App/Int
	Able to communicate with Service Users and professionals at all levels	✓		App/Int/Pres
	Able to assess risk when lone working	✓		App/Int/Pres
	Able to manage own workload and prioritise competing pressures	✓		App/Int/Pres
	Willingness to undergo further training or development	✓		App/Int

App=Application Int= Interview Pres = Presentation
Age UK Islington & Islington MIND are a diverse and inclusive workplace, and we want to help candidates demonstrate their full potential. If candidates require any reasonable adjustments to our recruitment process, they should let the recruitment manager know.