

Purpose:	<p>Portsmouth Integrated Commissioning Unit commissions Solent Mind (Lead Provider) together with Rowans Hospice to deliver a service to meet the needs of people with dementia and their carers in Portsmouth. The service supports people from diagnosis to end of life.</p> <p>Intensive Engagement Support Workers work with key stakeholders such as OPMH (Older Persons Mental Health), GPs, the wider voluntary and community sector and in particular the Rowans Hospice Dementia Specialist Nurses to enable people to maximise their potential and quality of life and live as independently as possible for as long as possible.</p> <p>The role will support the reduction of admissions and readmissions into acute care (i.e. hospital) from the community, preventing escalation of need or deterioration in health and reducing the level of reliance on, or size of packages of care.</p>
Reports To:	Service Managers (Remind)
Direct Reports:	None
Key Relationships:	Service Managers, Intensive Engagement Support Workers Dementia Specialist Nurses, Clients, NHS staff, Adult Social Care, Partner Agencies, other Voluntary & Community Sector
Location:	Older Persons Mental Health (OPMH) St Mary's Community Health Campus, Portsmouth Area (also combined with some home working)
Contract:	Maternity Cover (Approximately Sep 2021 To Sep 2022 - TBC)
Hours:	22.5 Hours Per Week (to include Thursdays)
Salary Range:	£19,880 To £21,409 Pro Rata Per Annum (SM PP 19-22)

Main Responsibilities

- To manage the referrals and waiting list of referrals using the RAG system and in consultation with Service Managers.
- To manage the SPA access telephone number and mailbox on a rota basis and deal with queries in a timely manner.

- To be responsible, in consultation with the Dementia Specialist Nurses, for assessing the needs of people with dementia and planning appropriate support for the client and carer in the community.
- To manage own caseload of clients and work autonomously, without direct supervision and to be able to prioritise frequency of visits to clients in the community.
- Undertake Initial Assessments, using the Patient and Carer Assessment Form following training and support from the Dementia Specialist Nurses, to identify where support is required as per National Institute for Health & Care Excellence (NICE) guidance
 - a) Interventions for cognitive symptoms and maintenance of function
 - b) Interventions for non-cognitive symptoms and behaviour that challenges
 - c) Interventions for co-morbid emotional disorders
- To be able to work holistically with clients and carers/families.
- To liaise with social workers and discharge planners and sign post to appropriate agencies to ensure clients' needs are met; involving family members where appropriate.
- Discuss all new Initial Assessments and caseload at the weekly Multi-Disciplinary Team (MDT) meeting where recommended support is considered and the appropriate care plan agreed.
- Prepare the Person with Dementia and Carer Support Plan which will detail the interventions to be delivered by the service.
- Co-ordinate delivery of the Person with Dementia and Carer Support Plans, ensuring appropriate co-ordination of resources from other partner agencies both internal and external to the service.
- To offer support and advice to the relatives and family carers of the client, where appropriate, and signpost them to relevant support available to carers.
- To support the Service Managers to identify and make links with relevant voluntary sector services by arranging meetings to share tools and local knowledge.
- To support the Service Managers to design and deliver any relevant mental health awareness training if required to external partner agencies and wider community provisions.
- To deliver Dementia Friends Information sessions to help the development of Dementia Friendly Portsmouth.
- To attend meetings, contribute ideas and make decisions in line with delegated authority and with the Service Managers' knowledge and approval.
- To ensure effective communication tools are in place to use with clients, staff and other Solent Mind functions.
- Be knowledgeable about the services available in Portsmouth and undertake continuous research about other services relating to dementia.
- To maintain useful links with a variety of departments, external agencies, other care services and individuals, actively promoting the service whenever appropriate.
- Maintain records of client and carer interactions on SystemOne computer system in line with NHS and Solent Mind guidance.
- Undertake own research in developments in dementia and keep abreast of dementia research and advances in dementia care.

- To gather statistics and write reports as requested by the Service Managers.
- To undertake other tasks as requested by the Service Managers or the service.

Administration / Office Systems

- To be responsible for collecting, collating and organising client/service user data and to ensure timely input of this data to the SystemOne and CRM systems to ensure that records are accurate and all recording of client work is kept up to date.
- To arrange and confirm own check-in arrangements with the Service Managers.
- To manage own Calendar in Outlook and personal diary and notify Service Managers at all times of planned movements for the week (in line with Lone Working Arrangements).
- To contribute to office communication, ensure correct input of client data, use of email and Solent Mind intranet and web portal.
- To collate information and regularly update Service Managers of progress of the project as requested.
- To undertake and update risk assessments on all clients/service users and report any concerns to the Service Managers.
- To respond appropriately to routine requests for information and advice from clients and other agencies where appropriate.
- To be responsible for ensuring that all referrals are dealt with in a timely and appropriate manner.
- To collect, collate and update service users' information where appropriate.

Education and Training

- To conduct own research and keep up to date with regards to older persons mental health research & current findings.
- To maintain a working knowledge of the Older Peoples Agenda, National Dementia Strategy, Reablement approaches and Care pathway updates.
- To attend training sessions and staff development sessions as identified by the Service Managers.

Policies and Procedures

- The post holder will be expected to work within Solent Mind policies and procedures at all times, including the Equal Opportunities and Health and Safety policies.
- To contribute to the development of Solent Mind policies and procedures.
- Any other duties within the scope of the post as may reasonably be required.

General

- To uphold the aims and values of Solent Mind.
- To contribute to the ongoing development of the service and to best practice.
- To work within Solent Mind policies and procedures.
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public.
- All employees have a responsibility to prevent abuse and neglect and report concerns.
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies.
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind.



PERSON SPECIFICATION

Intensive Engagement Support Worker (Maternity Cover)

Requirement	Essential or Desirable
<p>Qualifications/Education/Training:</p> <p>Qualified to Level 2 standard or higher, or equivalent experience, in related subject, Mental Health, Dementia, Health & Social Care.</p>	Essential
<p>Experience:</p> <ul style="list-style-type: none"> • Personal or paid work /voluntary work experience of mental distress. • Experience in carrying out client assessment and reviews. • Experience of Risk Management. • Experience of delivering training both formal and workshop style. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>
<p>Knowledge/Skills/Competencies:</p> <ul style="list-style-type: none"> • Knowledge of the issues surrounding older people with mental health problems and the effect these can have on their day to day lives. • Knowledge of Older persons services and mental health related issues or willing to do personal research in this area and/or training. • Knowledge of Personalisation and Person Centred Approach within the service or a willingness to learn this area through personal research and/or training. • Sound working knowledge of IT applications including Word, Outlook, and relevant databases. • Good verbal and written communication skills. • Excellent English and Maths. • Communication skills e.g.: ability to build rapport with people, to communicate clearly with clients, staff, professionals and key stakeholders. • Ability to overcome communication barriers and knowledge of specific tools required to do so. • Ability to work in a team and alongside Volunteers apportioning tasks, managing workload and maintaining a professional attitude at all times. • Ability to organise own work and manage time effectively including prioritising tasks. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

Requirement	Essential or Desirable
<p>Other:</p> <ul style="list-style-type: none"> • Strong commitment to collaborative / partnership working. • Commitment to Mind's value base which are: <ul style="list-style-type: none"> a) Open b) Together c) Responsive d) Independent e) Unstoppable • Commitment to Solent Mind's Equal Opportunities and Diversity policies. • Willingness to undergo a relevant DBS Check if required. • Ability to work flexibly to meet the needs of the service. • Access to own transport. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p>

Date job originated: January 2018
Date job reviewed: July 2021
Reviewing manager: Sarita Tailor/Matthew Winnington



DBS NOTE TO APPLICANTS

Disclosure & Barring Service And Recruitment Of New Staff

Solent Mind has registered with the Disclosure & Barring Service (DBS), previously known as CRB, in order to make safe, well informed recruitment decisions. We are ensuring that all our relevant policies meet legal and best practice requirements.

We have assessed the position of:-

INTENSIVE ENGAGEMENT SUPPORT WORKER

As requiring an:-

Enhanced & Barred level of disclosure.

All convictions, including convictions which would otherwise be “spent” under the Rehabilitation of Offenders Act 1974, must be disclosed for the purposes of this job application.

Solent Mind will determine the relevance of any convictions to the position applied for in line with guidance from the DBS.

Any applicant who is offered employment will be subject to a DBS check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. Applicants will have the opportunity to discuss any disclosure information before a final decision is made as part of the post interview process.