

JOB DESCRIPTION

Title: ARMS (At Risk Mental State) Practitioner
(Qualified CPN/ Social Worker/ OT)

Band: Band 6

Directorate: Adult Mental Health

Responsible to: Team Leader

Accountable to: Service Manager

Base: Stevenage

Hertfordshire Partnerships University Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of c. 3,000 and an annual income of c. £200m, the Trust is organised across three Strategic Business Units and provides integrated health and social care services through a large network of community and inpatient settings, serving diverse communities across Hertfordshire, Norfolk, North Essex and Buckinghamshire. As a university trust, HPFT continues to develop strong links with the University of Hertfordshire providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019. We are on our “Good to Great” journey as we continue to innovate, improve, transform and ultimately deliver the very highest standards of care to the service users and communities that we serve.



Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community and also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health
- Acute and Rehabilitation Services including inpatient services and crisis team
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit
- Learning Disability and Forensic Services

Our Mission

We help people of all ages live their lives to their full potential by supporting them to keep mentally and physically well.

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing
- Keeps people safe from avoidable harm
- Is effective and ensures the very best clinical and individual recovery outcomes
- Provides the best possible experience

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”

We will achieve our vision by:

- Putting the people who need our care, support and treatment at the heart of everything we do - always
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’

Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values we will deliver our ambition to be a leading provider for everyone we work with.

| | <i>we are...</i> | <i>you feel...</i> |
|------------|---------------------|---------------------------|
| Our Values | Welcoming | ✔ Valued as an individual |
| | Kind | ✔ Cared for |
| | Positive | ✔ Supported and included |
| | Respectful | ✔ Listened to and heard |
| | Professional | ✔ Safe and confident |

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise and develop our staff
-
- The vision of the ARMS service is to put people in control of their care and maximise opportunities available to them their families and support networks, to enable them to achieve their goals and aspirations.

Job Summary:

The post holder will work as a member of the multi-disciplinary Team, will be responsible for the clinical and operational day to day service delivery, providing a high-quality care service to 16-35 year old at risk of developing psychosis.

The core functions are to participate in initial assessment of people using a Comprehensive Assessment of At Risk Mental State Tool (CAARMS) to determine appropriateness for ARMS service. The team will work alongside the referring teams to identify alternative services as appropriate to meet the person's needs.

Once an individual has been accepted onto the ARMS pathway, the post holder will be involved in a detailed assessment period exploring the bio-psycho-social elements of the individual. The assessment period will also include engaging with carers and support network, alongside initial psychoeducation surrounding the ARMS ethos.

The post holder will be involved within psychology formulation to identify clear goals and care planning. The ARMS team are using new, dynamic tools including QPR and DIALOG questionnaires which will inform the joint care planning.

The role will include understanding and delivering low intensity psychological interventions to support individuals. Employment and vocational support, alongside signposting individual's to tailored services. The postholder will also engage with joint working with professionals, and work with individual's carers and support network to manage risk and support the individual's mental health needs.

The post holder will also be expected to deliver connected lives. Connected Lives is Hertfordshire's whole service approach to community practice, personalised enablement, and new models of commissioning for social care. Bringing together practitioners, commissioners, and providers, it will support the transformation of our service delivery. It is underpinned by the core concepts of the Care Act 2014, ensuring community opportunities, citizenship, and personalised outcomes. Developed and launched by Hertfordshire County Council in 2017, Hertfordshire Partnership University NHS Foundation Trust is now introducing Connected Lives as its model for social care practice across all adult services.

The model itself sets out standards, principles and approaches for staff delivering services. It places more emphasis on prevention and enablement and supporting people to live the life they want. It can be applied to every area of work, from frontline social work, to systems, leadership, and commissioning. As a member of the ARMS mini team you will be responsible for championing the model, and advocating its principles to members of the multi-disciplinary team. You will hold a key role in providing social care assessments and commissioned packages

of care, and will ensure that your practice ensures the service is meeting its statutory social care functions as described in the Care Act 2014.

All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

The post holder is responsible for supervision, development and teaching of junior staff and/or students as delegated by the team manager.

Job Responsibilities:

- To plan and deliver treatment interventions in line with best practice and local and national guidelines.
- To plan and deliver carer support and provide psychoeducation in relation to ARMS to carers and support networks.
- To undertake comprehensive assessments and reviews, for people who may present with a high risk, or those with significant interpersonal, social, legal and/or environmental complexities, ensuring people are assessed appropriately using the principles of prevention and enablement as well as considering the social care eligibility criteria as defined by the care Act 2014.
- To offer direct support to service users and their carers, and to colleagues, through information and advice, to ensure that those who do not meet social care eligibility are appropriately signposted and supported.
- To ensure that appropriate health and social care services are commissioned with and on behalf of service users, including the duty to offer direct payments, and that processes are in place for service users to be charged by the local authority for the social care services they receive, if applicable.
- To ensure that commissioned services allow choice to service users and carers and focus on people living in the community with appropriate support and access to universal services.
- To liaise and negotiate with other agencies e.g. GP's , Enhanced Primary Care Services , Adult Care Services, Children Schools and Families, Benefit Agency, Housing Authorities and providers etc. For joint planning with, or on behalf of, service users.
- To work closely with the local Early Intervention in Psychosis Team (PATH) for a smooth, quick and efficient transfer of care for service users who transition to First Episode of Psychosis.
- To undertake post qualifying and other appropriate training to ensure high standards of practice and continuation of own professional registration.
- To participate in regular supervision.
- To adhere to Trust policies and procedures.
- To carry out any other duties identified by your line manager.

Working Relationships and Communication Requirements of the Job

- Work as a member of a multidisciplinary team and develop positive working relationships and clear communications with MDT and other

professionals.

- Work in partnership with service users and carers and with a range of stakeholders within and outside the Trust. The ARMS team will work in a flexible way to liaise with and include support networks that are important to the individual, for example; school, higher education, faith groups. We will provide effective liaison/communication throughout the care pathway.
- Demonstrate the principles of dignity and respect focusing on personalisation including ensuring choice and control.
- Receive and share highly complex and sensitive information about service users and carers with multi professionals and other key stakeholders within and outside the Trust. Information will include assessments and details of risk that may be conveyed in a hostile or highly emotive atmosphere.

Leadership and Staff Management Responsibility

- Provide effective professional supervision/mentorship to junior staff and students, assessing proficiencies of practice as required.
- Professionally accountable for own activities and duties.
- Maintain own professional registration and development.
- Actively participate in and seek clinical and professional supervision and appraisal in line with organisational policy.

Financial Responsibility

- Ensure effective and economic use of resources available.
- Comply with the relevant Trust and service financial policies and Procedures.
- Handle cash and valuables for service users as required.
- Act as an agent for appointeeship and handle service user resources in accordance with legislation.

Service Development and Improvement

- Implement policy within specialist areas and other departmental and Trust wide policies, including local authority policies as appropriate.
- Remain up to date concerning relevant clinical, social and legal issues.
- Be aware of relevant research findings and assist the team leader in the development of the team, incorporating evidence-based practice.
- Adhere to quality initiatives compatible with national targets and local standards applicable to practice.
- To be involved in the development and use of quality assurance systems contributing to and participating in audits/outcomes, evaluation, and lesson

learning.

Analytical and Judgmental Skills

- Assess needs and outcomes and analyse a wide range of information in relation to service users and carers.
- Formulate a care plan and risk assessment, review its effectiveness and re-plan using evidence-based interventions to best effect in partnership with the service user.
- Expected to identify and respond to acute presentations in order to manage risk and promote the safety and well-being of the service user.
- Utilise clinical judgement to evaluate service user's physical and psychological responses to treatment.
- Initiate, plan and deliver effective risk management systems within the clinical area.
- Ensure a consistent and timely response to safeguarding cases in line with departmental procedures.
- Provide a responsive effective service to individuals in crisis.

Planning and Organisational Skills

- Plan, organise and prioritise resources and tasks daily to meet service and organisational needs.
- Take a leading role in the day-to-day management of the service, supporting the team leader and other colleagues.
- Contribute to Team's duty rota, covering duty phone, and initial assessments.
- Act as a Care Coordinator always ensuring high quality care delivery.
- Attend meetings within the Trust and those organised by other organisations.
- Take a leading role in designated projects/service development as allocated
- Support the line manager/service line lead in the effective and timely management of complaints and serious untoward incidents.
- Identify the training needs of junior staff highlighting this to the Team Leader. Develop and deliver training to others as needed.

Physical Working Conditions and Environment

- Able to undertake visits in a variety of environments, within and outside Hertfordshire, including service user's own homes, acute units, residential and day units. Continually being aware of Trust Health & Safety Policies within this context.
- Able to document service user care by recording information patient electronic record, demonstrating keyboard skills.
- To have the ability to sit with service users for extended periods of time, often within pressurised circumstances and to sustain frequent, intense concentration.

- Able to work frequently in distressing, challenging and emotionally demanding situations requiring mental effort to undertake duties effectively.

The post holder will be expected to share office space in a hot desk arrangement and work in an open plan environment.

- The post holder may be involved in physical procedures including the monitoring of people's physical health.

Mental and Emotional Effort

- Carry a clinical caseload and act as an ARMS Practitioner/ Care Coordinator as and when required.
- Undertake comprehensive health needs and risk assessments (including capacity assessments) and develop a care plan in accordance with identified needs establishing specialist course of responsibilities/actions based on recovery principles.
- Carry out joint assessment with other MDT as required.
- Always comply with the relevant mental health and work-related legislation and policy.
- Provide relevant up to date evidence-based information about treatment/ intervention that enables service users to make informed choices about their care.
- Make reactive recommendations as necessary when working alone in the community.
- The ARMS team is an early intervention service to promote and prevent. The post holder will undertake health promotion with individuals and carers to educate and empower.
- Promote physical health and well-being by providing health checks/screen and monitoring.
- Maintain robust clinical records and prepare reports as require.
- Provide and facilitate specialist help and advice to other professional's agencies and carers.

Knowledge and Skills Framework:

The post holder will be expected to meet the requirements of the NHS Knowledge and Skills Framework (KSF) appropriate outline for the post.
Approved outlines are available on the HPT e-ksf local library

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

All staff must be aware of the Data Protection Act 1984, and its subsequent amendments, which is now in force. This means that protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, the Trust and the individual may be prosecuted.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records. Adhere to the Trust's Corporate Identity (using the standard templates – available on Trustspace).

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

PERSON SPECIFICATION

Job Title: **ARMS (At Risk Mental State) Practitioner
Qualified CPN/ SOCIAL WORKER/ OT**

| CRITERIA | ESSENTIAL | DESIRABLE |
|--|---|---|
| EDUCATION/ TRAINING <ul style="list-style-type: none"> Education to degree level or Academic qualifications equivalent (Diploma/Degree in in Mental Health Nursing /Social Work / Occupational Therapy) Registration with NMC/ HCPC Advance Training in mental health Approved Mental Health Professional/Best Interest Assessment training | <p style="text-align: center;">- ✓</p> <p style="text-align: center;">✓ - ✓</p> | <p style="text-align: center;">✓ -</p> <p style="text-align: center;">- ✓</p> |
| EXPERIENCE AND KNOWLEDGE: <ul style="list-style-type: none"> At least 2 years of post-registration experience with at least one year at Band 5. Experience of working in acute or community mental health inpatient/day care services Experience of working with CAMHS | <p style="text-align: center;">✓ -</p> <p style="text-align: center;">✓ -</p> | <p style="text-align: center;">✓</p> |

| | | |
|---|--------|--------|
| <ul style="list-style-type: none"> • Experience of working in situations of crisis and emotionally demanding environments. | - ✓ | |
| <ul style="list-style-type: none"> • Experience and knowledge of safeguarding process; dealing with family breakdown; serious mental ill health and risk of self-harm. | - ✓ | |
| <ul style="list-style-type: none"> • Experience of teaching and training | | |
| <ul style="list-style-type: none"> • Experience and knowledge of working in a multi-ethnic community | | ✓ - |
| <ul style="list-style-type: none"> • Knowledge of legislation, theory and policy in relation to relevant care group | ✓ - | |
| <ul style="list-style-type: none"> • Experience of undertaking assessments, focussed as personalisation, choice and control, and care planning | ✓ - | |
| <ul style="list-style-type: none"> • Understanding and experience of working within the Connected Lives Framework | | |
| <ul style="list-style-type: none"> • Experience of multidisciplinary working and ability to work collaborative | ✓ - | |
| <ul style="list-style-type: none"> • Experience of partnership working with service users and carers, demonstrating dignity and respect | | - |
| <ul style="list-style-type: none"> • Ability to deal sensitively with stressful situation including; staff and organisational problems. | ✓ - | |
| <ul style="list-style-type: none"> • Experience in providing carers groups | ✓ - | |
| | | ✓ - ✓ |

| | | |
|---|----------------|--|
| <p>COMMUNICATION SKILLS</p> <ul style="list-style-type: none"> • Excellent ability to communicate with a wide range of stakeholders including service users and carers, other professional colleagues, members of other | <p>✓ -</p> | |
|---|----------------|--|

| | | |
|---|------------------------------------|--------------|
| <p>organisations and local communities, verbally and in writing</p> <ul style="list-style-type: none"> • Experience of using electronic recording systems and ability to produce accurate, appropriate and timely reports. • Skills to use and give supervision effectively. | <p>- ✓</p> <p>✓</p> | |
| <p>ANALYTICAL SKILLS</p> <ul style="list-style-type: none"> • Ability to analyse service users and carer information. • Experience of undertaking small scale audits and surveys. • Assessing and monitoring physical health care | <p>✓ -</p> <p>✓ -</p> <p>✓ -</p> | <p>✓ - ✓</p> |
| <p>DIVERSITY</p> <ul style="list-style-type: none"> • Demonstrable ability to working sensitively with diverse needs and environments • Commitment to anti-discriminatory practice | <p>✓ -</p> <p>✓ -</p> | |
| <p>PHYSICAL SKILLS</p> <ul style="list-style-type: none"> • Ability to visit and attend meetings at a variety of locations and environments • Car driver essential, or access to a car (unless you have a disability as defined by the Equality Act 2010 which prevents you from driving). • Experience of using computer – | <p>✓ -</p> <p>✓ -</p> <p>✓ - ✓</p> | |

| | | |
|--|-------------|---|
| PC literate | | |
| PHYSICAL EFFORT <ul style="list-style-type: none"> Ability to meet timescales and respond to crises as appropriate | ✓ ✓ - | |
| MENTAL EFFORT <ul style="list-style-type: none"> Flexibility and ability to respond to a variety of tasks, and to priorities own workload Ability to work flexibly across service boundaries. | - ✓ ✓✓ - | |
| EMOTIONAL EFFORT <ul style="list-style-type: none"> Ability to deal with distressing and sometimes aggressive behaviour Ability to contain and work with organisational stress and ability to hold the stress of others. | - ✓ ✓✓ - | |
| GENERAL <ul style="list-style-type: none"> Experience of working in an integrated health and social care environment. Confident to work autonomously in the community and use own initiative to make decisions in complex situations. | ✓ - ✓ | - |

NB: ALL INDICATORS SHOULD BE SUPPORTED BY APPROPRIATE EVIDENCE WHICH IS CLEAR AND CHECKABLE AT INTERVIEW

Our values
Welcoming Kind Positive Respectful Professional



Template: June 2017