Referral Hub Senior Practitioner

YOUnited

A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Referral Hub Senior Practitioner within our YOUnited service.

As an organisation, Ormiston Families has agreed that our strategy for the next 3 years is to enable children, young people and their families to feel safer, healthier and more resilient. We also recognise that we need to build the resilience of the organisation, so we are fit to meet the challenges ahead.

Over the next few months we will continue to develop the strategy identifying key objectives for the next 3 years and making necessary organisational and operational changes to enable us to deliver the strategy in the new financial year. We see the recruitment of this post as critical in helping us achieve these objectives.

I wish you the best of luck with your application.

Best regards,



Allan Myatt

Our vision

Safe, healthy, resilient families

Our mission

Enabling families in the east of England to build resilience and make choices to improve the life chances of their children

Our values

Collaborative

* Working together with families
* Building partnerships, communities and networks to support families
* Valuing each other to achieve results and improve everything we do

Compassionate

* Listening, so we can understand
* Treating people with respect
* Enabling, recognising and reinforcing achievements

Effective

* Evidencing the impact of our work with families
* Prevention and early intervention being at the heart of our work
* Building resilience to cope and recover from adversity

Ormiston Families is one of the leading charities working with children, young people and families in the East of England. We take early and preventative action to support families to be safe, healthy and resilient. All our services help people to build stronger networks, learn from experience and feel in control of their own wellbeing. We can only achieve this with the people who choose to work for us.

About our YOUnited Service

A new partnership has been set up to transform and bring together mental and emotional health services for children and young people in Cambridgeshire and Peterborough. Centre 33 and Ormiston Families are joining their expertise in therapeutic support with Cambridge and Peterborough NHS Foundation Trust and Cambridgeshire Community Services NHS Trust The partnership is committed to using the THRIVE framework of Getting Advice, Getting Help, Getting More Help and Risk Support.

About the role
The Senior Referral Hub practitioner will work within the new YOUnited referral hub providing a single point of access for any professional across the county to refer a young person to get support with their mental health.

This role will work as part of the YOUnited multidisciplinary team reviewing referrals into the hub, screening for risk, triaging and providing trusted assessments and meaningful contacts with children, young people or parents/carers. With support from the Referral Hub Service Manager this role will lead the work within the referral hub for young people being allocated to the brief intervention service for children and young people.

About you

An excellent team player with high level communication skills, you will have experiences of working in a busy office environment. In return we can offer a range of attractive benefits and work/life balance.

This is a permanent part-time position; the hours will be discussed with the successful applicant. Starting salary £28,466 pro rata per annum.

Application Process

Applicants must send in a completed online application form; you must demonstrate that you hold the personal competencies required for the role and how you meet the relevant skills, knowledge and experience.

Ormiston Families is an equal opportunities employer. We value diversity and welcome applications from all sections of the community. We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.

Please note: Only successful applicants will be contacted by Ormiston Families.

Job Description

Job Title: Referral Hub Senior Practitioner
Service: YOUnited
Location: Referral Hub, Kingfisher House, Huntingdon

Job purpose:
This role is part of a new local Partnership to bring together mental and emotional health services for children and young people in Cambridgeshire and Peterborough. This role will work for Ormiston Families alongside Centre 33 and be based within the new YOUnited referral hub managed by Cambridgeshire & Peterborough NHS Foundation Trust (CPFT).

The Senior Referral Hub practitioner will work within the new YOUnited referral hub providing a single point of access for any professional across the county to refer a young person to get support with their mental health.

This role will work as part of the YOUnited multidisciplinary team reviewing referrals into the hub, screening for risk, triaging and providing trusted assessments and meaningful contacts with children, young people or parents/carers. With support from the Referral Hub Service Manager this role will lead the work within the referral hub for young people being allocated to the brief intervention service for children and young people.

By listening to local children, young people, families and local partners and sharing your findings with your service team, you will support Ormiston Families and partners to embed and develop a more impactful services as this work develops.

 Your role will work to Ormiston Families values including collaborative, effective and compassionate.

Main Duties and Responsibilities:

User Centred Service Delivery

* Ensure the delivery of an excellent, safe, responsive and value for money services to children, young people or parents in line with the strategic plan, leadership from managers, the Director of Services and learning from best practice including external quality standards and practices.
* Work as part of a multidisciplinary team within the new YOUnited referral hub, reviewing referrals into the hub, screening for risk and providing assessments and meaningful contacts with children, young people or parents/carers.
* Work directly with a defined case-load of young people with emerging mental health problems. This will include single session therapeutic, time-limited work with children, young people (or their parent/carers) who may be experiencing depression, anxiety related problems, obsessional behaviour, eating problems or self-harm and suicidal ideation.
* Line manage and support and oversee the work of practitioners in the team to work directly with children, young people with emerging mental health problems or their parent/carers.
* Manage the waiting list/allocation process from referral hub into intervention team.
* To utilise specialist knowledge to make decisions about a child or young person’s mental health needs and how they would most appropriately be met. 3. To assess clinical risk based on information available and additional information gathered, and to prioritise accordingly.
* To follow the Standard Operating Procedures of the referral hub team.
* To work within the framework of legislation, guidance, policies and procedures relating to the Children’s Act, Mental Health Act and Mental Capacity Act.
* Assess risk and manage through appropriate safety planning. Ensuring risk of harm is appropriately reported in line with service procedures.
* Support a strong culture of risk management across all delivery, undertake safeguarding consultations with support from management in accordance with Ormiston Families, Centre 33 or CPFT policies and procedures.
* With support from managers ensure the needs and progress of any clients at particular risk or with complex issues are regularly monitored and reviewed, and relevant external agencies are involved and escalating internally as appropriate
* Screen and gather information to ascertain risk and determine eligibility for Centre 33 or Ormiston Families services in accordance with service criteria.
* Work in partnership to support children and young people experiencing mild to moderate mental health difficulties and their parents/carers, families and educators in the self-management of presenting difficulties.
* Support and empower children, young people, their parents/carers and families and their educators to make informed choices about the interventions being offered.
* Operate at all times from an inclusive values base, which recognises and respects diversity.
* Co-facilitate, as required, the delivery of a range of evidence-based parenting programmes.
* Ensure that young people are actively, imaginatively and meaningfully involved in the shaping, delivery, review, evaluation and promotion of the work.
* Support managers to ensure the service is thoroughly monitored and evaluated, that the service becomes more impactful and efficient in response to what monitoring and evaluation shows, and that service evaluations inform the further development of existing and new services
* Ensure client notes are recorded accurately and support managers to efficiently administer services.
* Keep accurate and timely records according to service procedures.
* Provide advice, guidance and signposting to children, young people, parents and caregivers and professionals.
* Contribute to the continuous development of the service through case management and supervision.
* Practice, evidence and demonstrate an ability to manage one’s own caseload in conjunction with the requirements of the team.
* Continually develop internal processes and proactively communicate these processes to other staff and volunteers.
* To advocate on behalf of children, young people and represent them.
* Provide direct client work within your team, this may include taking on direct work with clients presenting with complex needs or higher risk.
* Engage with supervision in accordance to relevant professional/ethical frameworks

Leadership

* To manage practitioners in your team, providing induction, support, formal supervision, appraisal and ongoing support.
* Support a team culture of warmth, respect, best practice, good communication and shared risk management.
* Support a learning culture within your specialism; identify training needs and contribute to the development of an internal training programme. Ensure staff and volunteers receive the necessary resources and knowledge to effectively perform their role.
* Provide line management to the staff/volunteers at Centre 33 or Ormiston Families, ensuring that there is a positive working culture and that performance management issues are actively addressed at the earliest opportunity; and that induction, supervisions, appraisals and operational meetings take place.
* With the staff/volunteers that you manage ensure robust, consistent and ethical work with young people.
* Ensure the staff/volunteers you manage have SMART objectives that meet contract needs and organisational vision, and staff are accountable to them.
* To work closely with the managers, Director of Operations and Admin Manager in relevant issues of human resource, volunteer management and recruitment/induction.
* Respond to day-to-day enquiries from volunteers within your specialism or for those you manage.

Funding

* Produce monthly performance reports explaining any variance in performance and tracking trends. Taking corrective action when necessary.
* Ensure that reports and statistics are produced in a professional and timely fashion to internal and external audiences

Communications and Stakeholder Engagement

* Establishing and maintaining excellent working relationships with local organisations & individuals, developing good co-working relationships where appropriate.
* To represent and promote needs of children and young people in local networks or initiatives to share our experiences and also to bring learning back to the organisation as appropriate.
* Maintain a good knowledge and understanding of young people’s support services in the statutory and voluntary sector.
* Ensure staff and volunteers are aware of local and national initiatives & best practice information sharing and within your specialism.

Organisational

* Be mindful of resources within the organisation and prioritise the available resources appropriately
* To represent managers or the Director of Operations, on internal or external matters, when appropriate.
* Any other duties, as appropriate to role, as agreed by Director of Operations.
* Receive regular managerial supervision with the Service Manager
* Contribute to a range of agency events including staff meetings, strategic planning, away days, AGMs and county-wide meetings.
* Provide cover for the building as staff member in charge on a regular and shared basis (regularly during unsociable hours).
* To comply with organisations Equality and Diversity Policy, Safeguarding, Information Governance and Health and Safety Policy.

Generic Responsibilities – All Posts/Employees

The following are applicable to all posts and all employees.

General Duties

To undertake any other reasonable duty, which is appropriate to the grade when requested by Senior Staff.

To be familiar with and comply with all Ormiston Families policies, procedures, protocols and guidelines.

To demonstrate an understanding and commitment to the charity’s values.

Professional and Personal Development

All staff must ensure that they are aware of their responsibilities by attending Mandatory Training and Induction programme.

All staff will have a formal appraisal with their manager at least every 12 months. Once performance/training objectives have been set, the staff member’s progress will be reviewed on a regular basis so that new objectives can be agreed and set, in order to maintain progress in the service delivery.

All staff will be expected to take responsibility for their own professional development and will be supported to achieve development opportunities as appropriate.

Health and Safety

All staff have a responsibility to maintain health and safety of self and others within the performance of duties in accordance with health and safety policies, and to undertake specific health and safety responsibilities as directed. All staff have a responsibility to adhere to the Risk Management Policies & Procedures.

All staff are required to contribute to the control of risk, and must report immediately any incident, accident or near miss involving service users, carers, staff, contractors or members of the public.

Confidentiality and Information Governance

All staff may gain or have access to confidential information about the assessment and/or treatment of service users, information affecting the public, private or work related staff information, or Charity matters. A breach of confidentiality will have occurred where any such information has been divulged, passed (deliberately or accidentally) or overheard by any unauthorised person or person(s). Breaches of confidentiality can result in disciplinary action, which may involve dismissal.

All staff must maintain a high standard of quality in corporate and clinical record keeping, ensuring information is always recorded accurately, appropriately and kept up to date. Staff must only access information, whether paper, electronic or in other media which is authorised to them as part of their duties.

All staff must ensure compliance with the Data Protection Act 1998.

Safeguarding: Adults and Children (Section 11 of the Children Act 2004)

Every member of staff has a responsibility to be aware of and follow at all times, the relevant national and local policy in relation to safeguarding children and safeguarding adults.

Senior Managers

Under Section 11 of the Children Act senior managers have responsibility for ensuring that service developments take into account the promotion of welfare and is informed by the views of children and families; providing training on safeguarding for all staff; recruiting safely; ensuring there is effective inter-agency working and information sharing.

Freedom of Information (FOI)

All members of staff must be aware of their responsibilities under the Freedom of Information (FOI) Act 2000. The Act gives individuals or organisations the right to request information held by the Charity. Staff must manage information they hold in such a way that meets the requirements of the Act. All requests for disclosures under the Act must be passed to the Freedom of information Officer.

Data Quality

The Charity recognises the role of reliable information in the delivery & development of its services and in assuring robust clinical and corporate governance. Data quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high-quality mental health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Charity’s Policy and Procedures for Data Quality.

This job description seeks to provide an outline of the duties and responsibilities of the post. It is not a definitive document and does not form part of the main statement of Terms and Conditions. The job description will be reviewed as part of the annual appraisal process and will be used as the basis for setting objectives.

Person Specification

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| --- |
| Qualifications: |
| Essential | Desirable |
| * Degree in relevant subject or equivalent experience
* 2 years’ experience working with CYP
 |  |
| Experience: |
| Essential | Desirable |
| * Excellent communication skills with a range of stakeholders

Willingness to develop leadership skills | * Experience of leading a team or service development.
* Experience of people management.
* Experience of working in the voluntary sector.

Experience of involving service users in commenting on, changing and planning services  |
| Clinical Abilities/Knowledge/Skills: |
| Essential | Desirable |
| * A1: Knowledge of development in children / young people and of family development and transitions
 | * Knowledge of statutory services (including CAMHS, social care and adult mental health services) their function and appropriate referral procedures.
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| * A2: Knowledge and understanding of mental health presentations in children, young people and adults
 | * An understanding of a broad range of therapeutic interventions.
 |
| * A4: Knowledge of, and ability to operate within, professional and ethical guidelines
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| * A5: Knowledge of, and ability to work with, issues of confidentiality, consent and capacity
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| * A6: Ability to work within and across agencies
 |  |
| * A7: Ability to recognise and respond to concerns about child protection
 |  |
| * A8: Ability to work with difference (‘cultural competence’)
 |  |
| * A9: Ability to engage and work with families, parents and carers
 |  |
| * A10: Ability to engage and communicate with children/young people of differing ages, developmental level and background
 |  |
| * B1: Knowledge of models of intervention and their employment in practice
 |  |
| * B2: Ability to foster and maintain a good therapeutic alliance with families and understand the perspectives or ‘world view’ of its members
 |  |
| * B3: Ability to manage the emotional content of sessions
 |  |
| * B4: Ability to manage endings and service transitions
 |  |
| * B5: Ability to work with groups of children / young people and/or parents/carers
 |  |
| * B6: Ability to make use of measures, including monitoring or outcomes
 |  |
| * B7: Ability to make use of supervision
 |  |
| * C1: Ability to undertake a comprehensive assessment
 |  |
| * C2: Knowledge of the risk assessment and management processes
 |  |
| * C3: Ability to assess the child’s functioning within multiple systems
 |  |
| * C4: Ability to formulate
 |  |
| * C5: Ability to feedback the results of assessment and agree a treatment plan
 |  |
| * C6: Ability to undertake a single session assessment of service appropriateness
 |  |
| * C7: Ability to co-ordinate casework across different agencies and/or individuals
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| * D1: Knowledge, awareness and experience of low intensity and guided self-help intervention for those with mental health difficulties
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| * D2: Knowledge of health promotion applicable to daily practice with children, young people and families
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| --- | --- |
| Non-Clinical Abilities/Knowledge/Skills: |  |
| Essential | Desirable |
| * Excellent knowledge of safeguarding theory, policy, guidance and practice
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| * Excellent communication skills including the ability to engage with children/young people of all ages experiencing a wide range of mental health presentations.
 |  |
| * Proven ability to motivate staff and create positive team dynamics
 |  |
| * Ability to communicate with a wide range of professionals from various settings.
 |  |
| * Strong understanding of confidentiality and data protection
 |  |
| * Ability to produce well written reports.
 |  |
| * Ability to participate and present information in a group setting.
 |  |
| * Ability to manage own, and others’, workload and work on own initiative, within stated guidelines and procedures
 |  |
| * Leadership skills in driving forward the Participation agenda and ensuring the “voice” of the child is heard at all levels of service delivery
 |  |
| * A good level of IT competency and a willingness to learn new and engage with systems e.g. Electronic Record Keeping
 |  |

Information about working for Ormiston Families’ YOUnited Service

You may find it helpful to know the following information about this position.

Duration:

The post advertised is permanent and can be part-time or full-time, with flexible working.

**Hours of work and working arrangements:**

* The normal working week is 35 hours, Monday to Friday and covers 52 weeks per year.
* You will be required to work flexibly to meet the needs of the service including evenings and weekends.

**Location:**

* Referral Hub, Kingfisher House, Huntingdon.

**Progressing through your grade:**

* Your salary will rise with the scale by one increment each year up to the maximum of the scale. Increments are awarded annually on the 1st April.

**Probationary Period:**

* The post is subject to a probationary period of 6 months during which your progress will be monitored in accordance with agreed objectives.

**Salary:**

* The scale for this post is grade 8, £28,466 pro rata per annum.
* Salary is paid in 12 equal instalments on the 25th of each month directly into your bank account and covers work carried out in the calendar month.

Benefits & recognition

All benefits are discretionary, and Ormiston Families reserves the right to change or amend benefits at any given time.

**Cycle to Work:**

* Cycle to Work allows you to order a new bike, equipment or both up to the value of £1,000 which you can pay back through your salary to make tax savings.

**Annual leave entitlement:**

* The basic annual leave entitlement is 27 days plus additional leave for employees who have completed 3 years’ service up to a maximum of 30 days as follows:
* Part-time employees receive a pro-rata allowance according to the number of hours they week per week).

**Group Life Assurance:**

* Ormiston Families provides a death in service benefit to all permanent employees.

**Occupational sick pay scheme:**

* Ormiston Families operates an occupational sick pay scheme in addition to statutory sick pay.

**Pension:**

* Ormiston Families provides a Group Personal Pension Scheme with up to 9% of gross salary employer contribution for any employee where they match the level of contribution.

**Sponsorship:**

* Ormiston Families provides sponsorship to employees who have completed their probationary and been in post for at least 12 months to undertake nationally accredited or chartered certification awarded by professional associations.

**Employee Assistance Programme:**

* Ormiston Families provides a comprehensive employee assistance programme which offers free and confidential access to telephone and face to face counselling (up to 6 sessions), financial and legal advice and assistance in finding information about a wide range of subjects from childcare to moving to a new house.

**The Hive:**

* The Hive is a savings platform which can be accessed by employees to make everyday purchases at reduced costs. Employees can save money by purchasing reloadable cards, obtain cashback through online purchases, and make savings in some stores.

**The Well-being Centre:**

* Accessed via The Hive, the Wellbeing Centre provides education, support and tools to help you live a healthier and happier life.

Requirements of the post

**Qualifications:**

* If short-listed and you are required to hold a particular qualification for a post it is your responsibility to provide the relevant certification, to prove you are suitably qualified.
* Failure to produce documentary evidence of qualifications or undertake required courses/training may result in the termination of your employment.
* If a post requires you to take training or additional qualifications then, by accepting this post, you are agreeing to do the training or take the qualifications.

**Medical examination:**

* To ensure the post will not have a detrimental effect on your health or your health on your work, you will have to complete a health enquiry form on appointment and may be required to have a medical before the appointment can be offered formally.
* This is to confirm that you are able to satisfactorily carry out the post without any impact on your health (taking account of any reasonable adjustments required).

**Immigration, Asylum and Nationality Act 2006:**

* Before you can start working for Ormiston Families a check will need to be carried out to ensure you are eligible to work legally in the UK.
* This check will be undertaken in accordance with the Immigration, Asylum and Nationality Act 2006.
* You must supply proof of your entitlement to work in the UK by producing certain document(s) and you will be asked to bring these to your interview if you are shortlisted.
* Further information on working in the UK can be found by clicking on the link below to the UK Border Agency website: Link: <http://www.ukba.homeoffice.gov.uk/visas-immigration/working/>

**Disclosure and Barring Service (DBS) checks:**

* As this position meets the definition of regulated activity under the Protection of Freedom Act 2012, appointments to this post will be subject to an enhanced DBS check with barred list check
* Employment can commence once the check has been satisfactorily completed.
* If a candidate has a conviction on their DBS check, an assessment of the relevance and impact of the conviction in relation to the post will be done to determine if the job offer can be confirmed.
* It is a serious criminal offence to knowingly apply for posts when you have been barred from working with children/young people and/or vulnerable adults.
* Additional questions for roles working with children, young people or vulnerable adults to be explored at interview
* As this post involves working either with children and young people or vulnerable adults Warner or Safer care motivational type questions may be asked during the interview process.
* These questions are asked to establish your suitability to work with vulnerable groups by understanding your attitude, behaviour and responses to situations.
* The questions will relate to your inspiration for working with vulnerable groups, your ability to build relationships and your resilience when working with such groups and may also explore your attitude to the use of authority.
* If you feel you would find these questions about yourself difficult to respond to then you may wish to reflect upon your suitability for the post.

**Transport status:**

* If the post requires you to travel as part of your duties, you are responsible for your own travel arrangements.
* Any mileage undertaken on behalf of Ormiston Families’ YOUnited service will be paid at the appropriate rate and within Her Majesty’s Revenue and Customs guidelines.
* If you use your own vehicle for the purposes of work you must ensure that your insurance policy covers you for this purpose.

**No smoking:**

* Ormiston Families operates a Smoke Free Premises policy.

# Standard Terms and Conditions

# **Probationary period:**

* All new employees of Ormiston Families will be required to complete a 6-month probationary period. This may be extended in some circumstances.

# **Equal opportunities**:

* Ormiston Families seeks to ensure that all employees are selected, trained and promoted on the basis of ability, the requirements of the post and other similar and objective criteria.
* The gender identity, disability, marital status, ethnic origin, age, pregnancy status, religion or belief, or sexual orientation of an applicant or employee does not affect the employment opportunities made available, except as permitted by legislation.
* In addition, applicants declaring a disability who meet the minimum (essential) criteria for a vacancy will be invited for interview.

# **Data protection:**

* Ormiston Families is required by law to comply with the Data Protection Act 1998.
* Employees have an important role to play in ensuring that personal information is processed lawfully and fairly.
* Personal information is information relating to a living individual who can be identified.
* It is each individual employee’s responsibility to handle all personal information properly no matter how it is collected, recorded and used, whether on paper, in a computer, or on other material.
* Personal information must not be disclosed to others unless authorised to do so.

**Notice:**

* Once your probationary period is completed, you will be required to give at least 4 weeks’ notice in writing of termination of employment dependent upon length of service.
* You are entitled to receive a similar period to the notice you have to give or the minimum statutory provision under the Employment Right’s Act 1996, whichever is greater, as set out below:

 Grades 1-7:

* Less than 6 months’ service: 1 month
* More than 6 months’ service: 1 month

 Grades 8-9:

* Less than 6 month’s service: 1 month
* More than 6 month’s service: 2 months

 Grades 10–14:

* Less than 6 month’s service: 1 month
* More than 6 month’s service: 3 months

Application Process

* Applicants must send in a completed application form or CV with a detailed covering letter highlighting how they meet the job description.
* You must demonstrate that you hold the personal competencies required for the role and how you meet the relevant qualifications, experience, knowledge and skills.
* Ormiston Families is an equal opportunities employer.
	+ We value diversity and welcome applications from all sections of the community.
	+ We ask individuals to complete a monitoring form to help us monitor the diversity of applicants. It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.
* Ormiston encourages all candidates called for interview to provide details of their criminal record at an early stage in the application process.
	+ This information can be sent under separate, confidential cover to the Human Resources hr@ormistonfamilies.org.uk
	+ Ormiston Families guarantees that this information will only be seen by those who need to see it as part of the recruitment process.
* Applications will be considered and those shortlisted for interview will be informed.
* If you have not heard by the interview date we thank you in advance for your interest and ask you to assume that you have not been successful on this occasion.
* The post will be offered subject to satisfactory qualifications, DBS if applicable, references and a satisfactory declaration of health.
* The post will also be offered subject to the production of relevant documents as listed in the Immigration (Restriction on Employment) Order 2004.
* The successful candidate will be asked to provide evidence of identity and qualifications.

Closing date for completed applications: 9am, Monday 9th August 2021

Interview date for short listed candidates: TBC

**Any queries, please email: hr@ormistonfamiles.org.uk**