



**Ormiston
Families**

Brighter futures

Referral Hub Practitioner YOUnited





A message from our CEO, Allan Myatt



Dear Applicant,

Thank you for your interest in the post of Referral Hub Practitioner with the 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



Who Are Ormiston Families?

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 the YOUNited Service

A new partnership has been established 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 alongside 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.



Safer Recruitment

Application Process / Post Requirement

You must demonstrate that you meet the competencies; experience, knowledge, skills, and qualifications, that are required for this role (see Job Description below).

You must complete and submit an online application form (via the 'Work with Us' section of our website) detailing in the personal statement section, how you meet the criteria.

Rights to Work in the UK (RTW) (in person or remote)

Recruitment Manager will need to see your original documents of your Rights to Work in the UK.

- UK Passport / Full UK Birth Certificate / Drivers Licence / Utilities Bill (proof of address)
 - EUSS Permanent Status or Pre-Status Share Code
 - Current EU/EAA/Swiss Citizen Passport
 - EU/EAA/Swiss Citizen Visa
 - Home Office Certificate
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- If the interview is held in person, we will verify hard copy documents which you will need to bring with you to the interview.
 - If the interview is held remotely, you will need to email copies of your RTW documents to the Recruiting Manager before the interview. At the remote interview [Teams, Skype, Zoom] you will need to have the original hard copy documents available so the relevant checks can be undertaken.

Safeguarding and DBS Requirements for Your Role

Ormiston Families is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment. DBS checks or police vetting will be required for relevant posts.

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 you have a conviction on your 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.



Disclosure

- 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.
- Unless the nature of the position allows Ormiston Families to ask questions about your entire criminal record only questions about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 will be asked.
- Ormiston Families will ensure that every subject of a DBS Disclosure is aware of the existence of the DBS Code of Practice and make a copy available on request.
- Ormiston Families undertakes to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.
- Having a criminal record will not necessarily bar you from working with Ormiston. This will depend on the nature of the position and the circumstances and background of the offences.

Qualification

- Recruitment Manager will need to see your original copies of your qualification either in person or via social media.
- If the interview is held in person, we will verify hard copy documents which you will need to bring with you to the interview.
- If the interview is held via social media, you will need to email copies of your qualification to the recruiting Manager before the interview. At the interview you will need to have the original hard copy documents available so the relevant checks can be undertaken.
- 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.

References

- If appointed, we will ask you for referee details which cover your past 3 years of employment, one of which must be your current/most recent employer.

Health Check

- If appointed and to ensure the post does not have a detrimental effect on your health or your health on your work, you will have to complete a health enquiry form, and may be required to have a medical via Occupational Health.
- 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).
- It will be separated from your application form and will not be seen by anyone involved in recruitment to this job.



GDPR / Data Protection:

- Ormiston Families is required by law to comply with the GDPR 2018 / 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.
- All personal /sensitive information will be sent to you via egress or password protected.

Equal Opportunities:

- Ormiston Families is an equal opportunities employer.
- We value diversity and welcome applications from all sections of the community.
- We ask you 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.
- 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.
- 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.

Closing date for completed applications: Advert will remain open until filled by a suitable applicant

Any queries, please email: fynn.cornish@ormistonfamilies.org.uk

Ormiston Families reserves the right to close the vacancy early if we have received sufficient applications a head of the closing date.



Information about working for Ormiston Families'

Referral Hub Practitioner

Duration:

The post advertised is part time, 17.5 hours per week, 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:

- Your base will be Kingfisher House, Huntingdon.

Salary:

- The scale for this post is grade 7, £24,047 - £27,542 pro rata per annum, depending on experience.
- The salary is based on 35 hours per week.
- 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.

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.

Travelling Requirements for Your Role

- Ormiston Families positively encourages the use of technology to communicate and engage. This role will predominantly require delivering a blend of online and telephone sessions. However, there may be the occasional need to travel across Cambridgeshire and Peterborough.
- You must either hold a full and current driving licence and have access to personal transport or meet the mobility requirements of the role through other reasonable and suitable means.
- Any mileage undertaken on behalf of Ormiston Families will be paid in accordance with our Expenses Policy and within Her Majesty's Revenue and Customs guidelines.
- If you require a reasonable adjustment due to a disability to meet the travel requirements of this role, please speak with the contact detailed below.
- If you use your own vehicle for the purposes of work, you must ensure that your insurance policy covers you for this purpose.



Job Description

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

Job purpose:

This role is part of a new 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, Cambridgeshire Community Services and be based within the new YOUnited referral hub which is managed by Cambridgeshire & Peterborough NHS Foundation Trust (CPFT).

The 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 and providing trusted assessments and meaningful contacts with children, young people or parents/carers prior to accessing further intervention support.

The post holders will have experience of working with children, young people and parents presenting with a range of mental health difficulties and challenging behaviour.

Main Duties and Responsibilities:

- Work as part of a multidisciplinary team within the new YOUnited referral hub, reviewing referrals, screening for risk and providing assessments and meaningful contacts with children, young people or parents/carers.
- Work directly with 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.
- 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.
- Support and empower children, young people, their parents/carers and families and their educators to make informed choices about the interventions being offered. Provide advice, guidance and signposting to children, young people, parents and caregivers and professionals.
- To assess clinical risk based on information available and additional information gathered, and to prioritise accordingly.
- Undertake accurate assessment of risk to self and others, collaboratively safety plan and document in a professional and clear manner.
- Operate, always, from an inclusive values base, which recognises and respects diversity.
- Accept referrals within agreed national and local protocols.
- Adhere to the service referral protocols. Under supervision signpost unsuitable referrals to the relevant service as necessary.
- Through close case management and supervision, escalate cases where the level of need becomes beyond scope, or more severe ensuring adherence to other relevant elements of service delivery.
- Adhere to an agreed activity contract relating to the overall number of children and young people contacts offered, and sessions carried out, per week to improve timely access and minimise waiting times. We are committed to working collaboratively with our practitioners to agree a fair and consistent approach regarding agreed activity.
- Attend multi-disciplinary meetings relating to referrals or CYP, where appropriate.



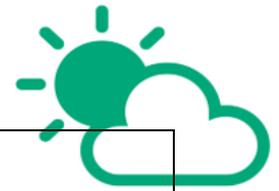
- Keep coherent records of all activity in line with service protocols and use these records and outcome data to inform decision making. Complete all requirements relating to data collection.
- Assess and integrate issues relating to transitions, education and training/employment into the overall therapeutic process.
- Work within a collaborative approach involving a range of relevant others when indicated.
- Work in collaboration with children, young people and communities to enhance and widen access.
- Engage with supervision in accordance to relevant professional/ethical frameworks.
- 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.
- 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 young people 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.
- Always operate 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
- Contribute to the continuous development of the service through case management, supervision and quality improvement projects.
- Continually develop internal processes and proactively communicate these processes to other staff and volunteers.



Person Specification

Qualifications:	
Essential	Desirable
<ul style="list-style-type: none"> Qualification as a Children's Wellbeing Practitioner, Education Mental Health Practitioner or Psychological Wellbeing Practitioner OR equivalent clinical mental health experience working alongside Children and Young People and their families/carers 	<ul style="list-style-type: none"> Training in nursing, social work, occupational therapy or within a specific psychological therapy Psychology or other health /social care/youth related undergraduate degree Other relevant postgraduate degree
Experience:	
Essential	Desirable
<ul style="list-style-type: none"> Relevant experience of working with children, young people and families. Working collaboratively with service users and their families/carers Delivering 1:1 interventions via telephone, online and face to face. 	<ul style="list-style-type: none"> Experience of working in mental health or related services Worked in a service where agreed targets in place to demonstrating outcomes Experience of partnership working

Experience/Clinical Abilities/Knowledge/Skills:	
Essential	Desirable
<ul style="list-style-type: none"> A1: Knowledge of development in children / young people and of family development and transitions 	<ul style="list-style-type: none"> Knowledge of statutory services (including CAMHS, social care and adult mental health services) their function and appropriate referral procedures.
<ul style="list-style-type: none"> A2: Knowledge and understanding of mental health presentations in children, young people and adults 	<ul style="list-style-type: none"> An understanding of a broad range of therapeutic interventions.
<ul style="list-style-type: none"> A4: Knowledge of, and ability to operate within, professional and ethical guidelines 	
<ul style="list-style-type: none"> A5: Knowledge of, and ability to work with, issues of confidentiality, consent and capacity 	
<ul style="list-style-type: none"> A6: Ability to work within and across agencies 	
<ul style="list-style-type: none"> A7: Ability to recognise and respond to concerns about child protection 	
<ul style="list-style-type: none"> A8: Ability to work with difference ('cultural competence') 	
<ul style="list-style-type: none"> A9: Ability to engage and work with families, parents and carers 	



<ul style="list-style-type: none"> A10: Ability to engage and communicate with children/young people of differing ages, developmental level and background 	
<ul style="list-style-type: none"> B1: Knowledge of models of intervention and their employment in practice 	
<ul style="list-style-type: none"> B2: Ability to foster and maintain a good therapeutic alliance with families and understand the perspectives or 'world view' of its members 	
<ul style="list-style-type: none"> B3: Ability to manage the emotional content of sessions 	
<ul style="list-style-type: none"> B4: Ability to manage endings and service transitions 	
<ul style="list-style-type: none"> B5: Ability to work with groups of children / young people and/or parents/carers 	
<ul style="list-style-type: none"> B6: Ability to make use of measures, including monitoring or outcomes 	
<ul style="list-style-type: none"> B7: Ability to make use of supervision 	
<ul style="list-style-type: none"> C1: Ability to undertake a comprehensive assessment 	
<ul style="list-style-type: none"> C2: Knowledge of the risk assessment and management processes 	
<ul style="list-style-type: none"> C3: Ability to assess the child's functioning within multiple systems 	
<ul style="list-style-type: none"> C4: Ability to formulate 	
<ul style="list-style-type: none"> C5: Ability to feedback the results of assessment and agree a treatment plan 	
<ul style="list-style-type: none"> C6: Ability to undertake a single session assessment of service appropriateness 	
<ul style="list-style-type: none"> C7: Ability to co-ordinate casework across different agencies and/or individuals 	
<ul style="list-style-type: none"> D1: Knowledge, awareness and experience of low intensity and guided self-help intervention for those with mental health difficulties 	
<ul style="list-style-type: none"> D2: Knowledge of health promotion applicable to daily practice with children, young people and families 	

Non-Clinical Abilities/Knowledge/Skills:	
Essential	Desirable
<ul style="list-style-type: none"> Excellent knowledge of safeguarding theory, policy, guidance and practice 	
<ul style="list-style-type: none"> Excellent communication skills including the ability to engage with children/young people of all ages experiencing a wide range of mental health presentations. 	
<ul style="list-style-type: none"> Ability to communicate with a wide range of professionals from various settings. 	



<ul style="list-style-type: none">• Strong understanding of confidentiality and data protection	
<ul style="list-style-type: none">• Ability to participate and present information in a group setting.	
<ul style="list-style-type: none">• Ability to manage own, and others', workload and work on own initiative, within stated guidelines and procedures	
<ul style="list-style-type: none">• A good level of IT competency and a willingness to learn new and engage with systems e.g. Electronic Record Keeping	

Generic Responsibilities

- 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.
- You may be required to conduct other tasks based on the business needs.

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.
- Safeguarding and DBS requirements for your role:
- Ormiston Families is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment. DBS checks or police vetting will be required for relevant posts.

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, always, 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.



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 work (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.