



## JOB DESCRIPTION

Job Title:	Holistic Well Being Worker (funding secured until 1 <sup>st</sup> July 2011) Being Well in Bexley (IAPT)
Grade:	NJC scale point 29
Salary:	£21,783 inc OLW
Pension:	Access to Stakeholder Pension
Hours:	Part Time 30 hours per week including some weekend and out of hours working
Holidays:	25 days per annum pro-rata, plus public holidays
Based at:	IAPT Hub Bexleyheath
Responsible to:	Director Mind in Bexley
Accountable to:	Board of Trustees

### Overview of IAPT in Bexley

Bexley plans to implement an IAPT service in 2 stages. The first stage is bringing together the existing Step 2 (self help CBT) service and the primary counselling services and new funding will both establish a Hub for the new IAPT service and provide some additional staffing for it, this Hub will be the location for all Step 2 delivery, and for Holistic client assessment including employment support. Stage 2 is the planned expansion of the service into a compliant IAPT site which will include self referral.

### Purpose of job:

To coordinate a comprehensive mapping of all available support in the borough and to set up direct access routes for IAPT service users to ensure clients receive a seamless service incorporating both their clinical and social needs. To undertake Holistic Assessments of clients and to identify and establish Additional Support packages for them. To identify any gaps in and make recommendations for improvements to the Additional Support Services within the Borough. To undertake the recording of comprehensive data on this aspect of the service, both for the IAPT data collection requirements and to inform local research and development.

At the Stage 2 implementation the Holistic Well being aspect of the service will be the point of access for Initial Screening of all non G.P referrals.

### Scope of the job:

- Will have direct responsibility for providing the Holistic Assessment element of service
- Will work alongside the Employment Lead/Holistic Well Being Worker to provide the employment/social aspect of the IAPT service
- Will be responsible for ensuring direct access routes and seamless referral into the whole range of Additional Support Services.
- Will be an experienced holistic mental health worker.

- Will coordinate comprehensive mapping of and appropriate integration of all available support in the borough.
- Will have the experience and competencies to consolidate established and form new collaborative partnerships.
- Will have the experience and competencies to develop and deliver a robust outcome focused service and to efficiently deliver timely, robust, focused, appropriate, support packages to clients.
- Will work very closely with low and high intensity therapists, Mind in Bexley senior management, the IAPT steering group and all stakeholders in Additional Support Services to deliver a person centred service and to identify any gaps and make recommendations for improvements, expansions and developments of additional support structures for clients.
- The Holistic Well Being aspect of the service will be the point of access for Initial Assessment of all self referrals and assisted self referrals.

### **Main Responsibilities.**

#### **Service.**

The overall pan borough service will provide a clinical and social support package for clients experiencing mental health difficulties and for whom interventions of up to and including step 3 are appropriate. The service will work towards meeting all the specifications of an IAPT site. The Holistic Well Being Worker will be key in developing access to additional support services and will take an active role in long term planning of social support services across involved organisations so that a seamless psychological therapy service firmly rooted in a holistic person centred approach can be put in place. The post holder will be responsible for

- Ensuring that the Holistic/Social element of each clients assessment form is completed appropriately. (including when support is not required).
- Ensuring that clients receive an appropriate support package either at the point of entry to the IAPT service, if they require it then, or at any point whilst they are engaged with the service.
- Ensuring that all client records relating to all non clinical support are kept up to date.
- Ensuring mapping is accurate and up to date information in place.
- Maintaining updating and expanding a comprehensive database.
- Identifying gaps in services and making realistic recommendations for development
- Ensuring client outcomes are audited for Quality Assurance of both internal and external service.
- Ensuring that client social support packages only include services of demonstrably high service standards.

#### **Holistic Delivery.**

One of the aims of the IAPT programme is to help individuals return to or maintain their employment. This service will be run on a holistic person centred ethos and on the recovery model. This means that employment and all other factors that impinge on people's mental health and well being will be acknowledged. The service will establish a hub in order to provide seamless access to the additional support services. The post holder will be responsible for delivering the social support aspect of the intervention package for clients of the IAPT service. The post holder will be responsible for

- Working closely with the High and Low Intensity therapists to ensure a seamless and appropriate holistic intervention package for each client.
- Working closely with agencies providing additional support services to ensure direct referral routes and allocated appointments so the client experiences seamless access to all aspects of the support package, e.g. advocacy, employment services, housing advice, specialist support groups, welfare rights etc.
- Ensuring that the service is delivered to the highest standard working within the ethos of best practise holistic social care and the tenets of the recovery model
- Ensuring delivery is also informed by NICE guidelines and the requirements of full IAPT compliance.
- Being an active communicator so that both internally and externally all involved are knowledgeable about the service and its delivery.

### **Education, Personal Development, Teamwork and Training.**

The IAPT service will be a multi-faceted service delivered by a multi-disciplinary team with a wide and varied skill base. All staff will be expected to share their knowledge and expertise within the team on a day to day informal basis and more formally within team meetings, seminars and training days. The service will host appropriate student placements and at stage 2 IAPT trainees. The post holder will be responsible for

- Attending regular supervision with their line manager.
- Providing supervision where appropriate.
- Engaging with self assessment of competences, annual performance development reviews and ongoing training.
- Attend and be an active participant in team meetings, team training and other internal meetings etc.
- Where appropriate take an active role in overseeing students/ trainees.
- Attending external meetings, forums, conferences, training etc as required by line management.
- Providing appropriate training/information to other stakeholders about the service.

### **Information and Resources**

The service will be utilising the IAPTus database programme in order to provide the required Key Performance Indicators to the Department of Health as well as other internal recording systems like the Holistic database and employment/additional support services networking system which is vital for the delivery of a fully integrated person centred IAPT service The post holder will be responsible for

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- Ensuring that the database information systems are regularly updated with regard to client information.
- Maintaining all client file system in a timely and appropriate manner in accordance with line managers instructions and service procedures.
- Ensuring that a robust Holistic database information system is in place and regularly updated.
- Actively networking with a range of stake holding providers to ensure timely and accurate information and resource sharing.

- Initiating the addition of new support services into the collective IAPT support network.
- Ensuring that other IAPT staff are regularly kept informed of the support services available to IAPT clients.

### **Audit, Research and Development**

There is an expectation that all of the IAPT sites collect data which can be utilised in the ongoing audit and research processes of IAPT services, this service will work towards this. There will also be local elements of service data which will be unique but which should also add to the evidence base and may be used for other research purposes. As a person centred service it is vital that qualitative outcomes are as well as statistical outputs are recorded. To ensure that all of this information is recorded there will be a need to establish and maintain internal clinical audits, quality assurance systems and develop a research element for the service. The post holder will be responsible for

- Ensuring that the required audit and quality assurance information is gathered and recorded in line with the appropriate procedures.
- Ensuring Quality Assurance Systems are imbedded not just internally but also within all stake holding organisations working within the Holistic IAPT structure.
- The evidence gathering for and assisting with the production of reports that reflect and inform the quality of the experiential aspect of the service from a client perspective, in relation to all aspects of the support package that was delivered.
- Assisting with research projects and audit programmes as appropriate.

### **General**

The post holder will be expected to

- Maintain up-to-date knowledge of legislation, national and local policies and procedures in relation to Mental Health, Primary Care, and Employment Services,
- Take responsibility for own health and safety and the health and safety of colleagues, clients and the general public.
- Take responsibility for ensuring that legal obligations regarding information which is processed for clients is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Security and Confidentiality Policies.
- Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.
- To undertake other such duties consistent with the post, as jointly agreed between the post holder and Mind in Bexley's Director.
- To at all times deliver the service in line with and adhere to Mind in Bexley's Policies and Procedures.

Paula H. Horan September 2009.