

Thank you for your interest in working at Citizens Advice Mid Mercia. The following information should give you all that you need to apply for this role and an idea about what it means to work at Citizens Advice.

<b>Job Title</b>	Short Term Intervention worker
<b>Salary</b>	<b>£26,754 p/a</b>
<b>Hours of work</b>	12-hour shifts flexible over days and nights. Day shift – 8.30am – 8.30pm, Night shift – 8.30pm – 8.30am
<b>Location</b>	Travelling around Derbyshire and Derby City Office base - Derby City, South Derbyshire and working from home.
<b>Status</b>	Fixed term contract until August 2024 – possible extension depending on funding
<b>Start Date</b>	ASAP

### **The Service Aim**

Derbyshire Healthcare NHS Foundation Trust, on behalf of Joined Up Care Derbyshire (JUCD), have funded 15-month 'Short Term Intervention' pilot for people aged 18+ with learning disabilities and / or are autistic living independently and receive little to no support who may be reaching crisis point and are at risk of a mental health hospital admission or family/carer breakdown.

The aim of this service is to provide a crisis in reach service for people with LD&/ASC who, at any time, are at risk of otherwise being admitted to a mental health inpatient setting. The service will be part of their **local hospital avoidance** pathway to prevent clinically inappropriate hospital admissions and to provide credible alternatives to hospital in the community.

The service will work closely with the local Intensive Support Team (IST) and the Specialist Autism Team (SAT) to deliver non-clinical interventions to support service users whilst clinical support is mobilised and delivered.

The service will be available across Derby and Derbyshire for 365 days per year, on a 24/7 basis where support will be mobilised to a person within 2 hours of their referral being accepted.

The primary aim of the service is to 'sit' with service users to keep them safe and improve wellbeing whilst clinical teams mobilise and begin clinical support.

The below case study provides an example of how people from Derby and Derbyshire may benefit from this service and the type of support you will be providing:

# Case Study 1



Referral received for individual with LD & A living in social care housing, with a history of aggression and physical health needs. New support staff at home were still gaining knowledge about individual and the support required. Patient presented in A&E displaying aggression.

Crisis in-reach team were dispatched to A&E to provide the following:

- Supporting staff and provide relief to the staff currently supporting patient in A&E
- Supporting the medical team in how best to communicate with the patient
- Providing communication and active listening whilst current staff provided physical intervention required to maintain safety of patient and that of others
- Prevention of damage to hospital equipment by distraction and re-direction

Whilst the crisis in-reach team were providing support, the clinical team were able to facilitate a medication review and a MHA assessment.

**Outcome:**

- Hospital Admission to treat psychosis
- Intensive Support Team commenced planned work to support new staffing team

## The Role

The Short-term Intervention worker will be part of an inclusive team empowered to provide non-clinical support, to those with learning disabilities and who are / or autistic, focusing on matters that are important to them by encouraging structured activity whilst ensuring they are kept safe and their wellbeing is improve.

For example, helping to tidy and clean the home, provide basic care for any pets (such as feeding and walking), engage in home-based activities of interest (such as watching TV, reading, playing games, and so on), hold empathetic conversations, ensuring items of risk are removed from sight/access, and more.

Whilst accessing the service, people should also be supported to maintain positive relationships with their families, friends, and existing supporters.

We are looking at recruiting a diverse mix of male and females with various skillsets and backgrounds so that staffing can be matched as accurately as possible to individual's referred and their presenting needs.

The Short-term Intervention worker will work closely with the lead Short-term Intervention worker, Intensive Support Team (IST) and the Specialist Autism Team (SAT) teams to accept referrals, provide regular up to date information and share best practices.

You will deliver care and support which is underpinned by key practices including, but not necessarily limited to:

- an embedded Positive Behaviour Support Framework
- Management of Actual or Potential Aggression
- Trauma Informed Care

### **About you**

Possession of good communication and compassion skills (written and verbal) and ability to adapt these for working with a variety of individuals and their families to ensure a clear, sensitive and trustworthy person-centred service is essential.

Flexibility, patience and the awareness of the need for confidentiality, safeguarding, the ability to work in a team and take part in necessary training is important to this role.

### **Service delivery**

- Ensure adherence to all contractual targets and KPIs, reporting to the Short-term Intervention service Manager as required
- Provide practical support and ensure recording of service outcomes wherever appropriate
- Proactively work with a wider team
- Support with the creation / expansion of a Voluntary, Community, and Social Enterprise (VCSE) service directory
- Refer service users across to other VCSE organisations / teams for holistic support
- Sit with service users to keep them safe and improve wellbeing whilst clinical teams mobiles and begin clinical support
- Work closely with the Intensive Support Team (IST) and the Specialist Autism Team (SAT)
- Work in accordance to shift patterns (12 hours with 4 days on / 4 days off)

### **Administration**

- Ensure all interactions are recorded on case management system
- Hand-over support of a service user (where support for service users spans multiple shifts) clearly, concisely and in a timely manner.
- Clearly communicate with the Intensive Support Team (IST) and the Specialist Autism Team (SAT) about interactions / visits with service users

### **Other duties and responsibilities**

- Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
- Undertake relevant training in accordance to the role
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
- Dedicated time to complete individual/team development and debrief, service development, administration and reporting, and attendance at required meetings

## Person Specification

### Essential

- Experience of supporting and understanding the needs of individuals living with ASC and LD /their families/carers and professionals in this sector;
- Excellent communicator with different teams across the VCSE and health sector
- Ability to work in a high-pressured environment and meeting targets;
- Ability to analyse and interpret complex information and produce and present clear reports verbally and in writing;
- Have a dedicated approach and awareness of equality, diversity and inclusion
- Have a full UK driving license, have access to own vehicle and have business insurance
- Experience in working shift patterns or out of hours work
- Experienced in lone working
- Demonstration of safeguarding knowledge and application
- Knowledge of person-centred care, assistive technology and sensory sensitivity.
- Ability to adhere to NICE guidelines and care plans
- Ability to meet the unique needs of the service users such as gender or culture.
- Adaptable to environments and have an ability to be present in people's homes for long periods of time

### Desirable

- Prior training in challenging behaviour and high-level de-escalation techniques and strategies, as well as restraint or emergency management, positive behaviour support (PBS). For example, BILD accredited, PROACT-SCIP, MAPPA, NAPPI.
- Fluent in a variety of languages such as Punjabi, Urdu, Gujarait, Eastern European

## Overview of Citizens Advice Mid Mercia

Citizens Advice Mid Mercia is an independent member of the Citizens Advice network, which is made up of the national charity and a network of local Citizens Advice members. Citizens Advice Mid Mercia delivers free, impartial, independent and confidential advice, training, peer support and advocacy services. Services are delivered across South Derbyshire, Derby City, East Staffordshire (Burton-upon-Trent and Uttoxeter) and Tamworth. Citizens Advice Mid Mercia has over 60 members of staff and many volunteers delivering services from four main offices and community venues.

### Our CORE values.

Communicate: We will be consistent, positive, passionate, and listen.

Ownership: We will be accountable, make a difference, meet deadlines, keep promises and have solutions.

Respect: We will be honest, work with integrity, trust each other, be fair, tolerant and stand for equality.

Effective: We will deliver quality, focus on detail and be professional.

**Probation Period:** 9 months – with possible extension if performance review is required.

**Benefits:** 28 days annual leave plus bank holidays pro rata. Up to 5% pension contribution, access to 24/7 counselling service, support whilst on shift from management, full accredited training provided.

**Positive Employment:** We welcome applications from people with disabilities and a variety of backgrounds. In accordance with Citizens Advice national policy, the successful candidate will be screened by the DBS.

### **Want to chat about this role?**

If you want to chat about the role further, you can contact Elena Gibbons (Health Services Manager) by calling **07963325129** or email [staff@citizensadvicemidmercia.org.uk](mailto:staff@citizensadvicemidmercia.org.uk) for an application pack