

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Trauma and Well-Being Practitioner
<b>Reports to</b>	Principle Clinical Psychologist, Trauma Resilience Hub
<b>Band</b>	Band 5
<b>Department/Directorate</b>	Devon and Cornwall SARC, Specialist Services

JOB PURPOSE
<p>Trauma and wellbeing practitioners provide structured trauma stabilisation interventions and co-ordinate care plans for adults with severe trauma related mental health needs.</p> <p>The trauma stabilisation interventions will include psycho-education, self-care, emotional regulation and learning healthy self-soothing strategies to help the client manage their trauma symptoms and to cope in the “here and now”. This will primarily be face to face on a one to one basis and occasionally through the medium of delivering workshops.</p> <p>The post holder will work as part of the Trauma Resilience Hub team within Devon and Cornwall SARC. This team currently includes a Clinical Psychologist, Psychotherapist and Social Worker.</p> <p>The post holder will receive training in trauma stabilisation interventions and will receive clinical supervision to support this delivery.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Main job duties:</p> <ul style="list-style-type: none"> <li>• Undertake a formulation/assessment with clients and to analyse their psychological and wider needs for recovery.</li> <li>• Undertake accurate assessment of risk to self and others and use their judgement to correctly manage and escalate any identified risk.</li> <li>• Through supervision and case management to escalate cases where the level of need becomes beyond the scope of your role or more severe in presentation.</li> <li>• Deliver outcome focused, trauma stabilisation interventions to clients experiencing mild to moderate mental health difficulties.</li> <li>• Deliver groups interventions.</li> <li>• Adhere to the service referral protocols.</li> <li>• Keep coherent records of all activity in line with service protocols and use these records and outcome data to inform decision making.</li> <li>• Complete all requirements relating to data collection.</li> <li>• Work within a collaborative approach involving a range of relevant others when indicated.</li> <li>• Maintain a competent level of continued professional development (CPD).</li> </ul>

## KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

No. of Staff reporting to this role: None

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

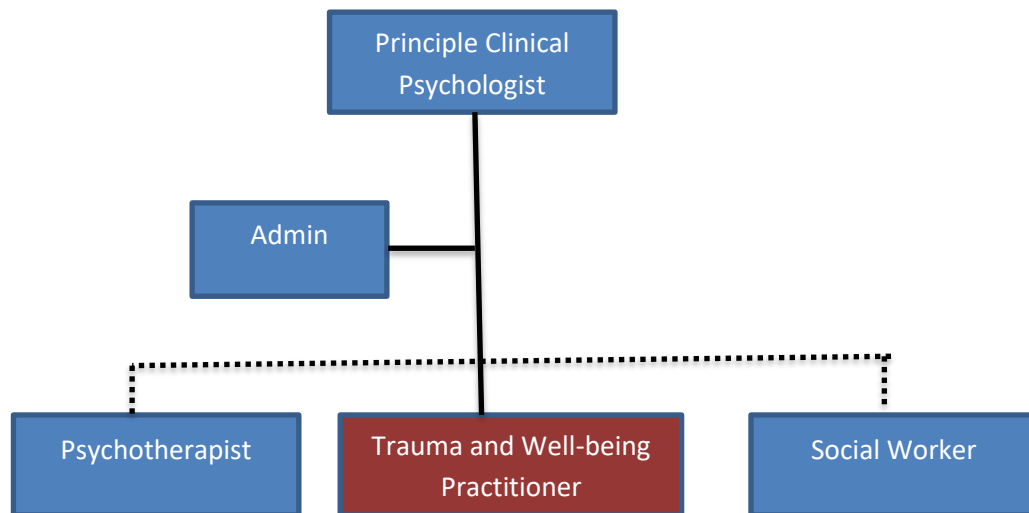
In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• SARC Clinical Leads</li><li>• SARC Management Team</li><li>• Trust Safeguarding Leads</li><li>• Sexual Violence and Trauma Pathfinder Psychologist</li><li>• Pathfinder Team (Programme Lead and Project Officer)</li><li>• Admin and Clerical staff</li></ul>	<ul style="list-style-type: none"><li>• Three mental health providers (Devon Partnership Trust, Cornwall Partnership Trust and Livewell)</li><li>• Specialist sexual violence services within the VCSE.</li><li>• GPs</li><li>• Acute hospital services</li><li>• Other community and voluntary sector providers</li></ul>

## ORGANISATIONAL CHART

Trauma Resilience Hub within Devon and Cornwall SARC



## FREEDOM TO ACT

- Working within the organisation's policies and occupational procedures, using own initiative to provide information and support to service users
- Adhere to professional and organisational standards of practice, and work within local and national guidelines.
- To always work within clearly defined accountability framework
- Required to make decisions alone and then escalate to the Clinical Psychologist or other senior practitioner.
- Required to manage their own work independently, with assessment of work at regular intervals.

## COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively with service users who are traumatised and often have highly complex needs. This includes the ability to communicate detailed information in a way that is easily understood so that people can make informed decisions.
- Provide and receive highly complex and highly sensitive information.
- Advocate on behalf of service users with other professionals so that the service user's views are paramount in any decisions around on-going care needs and to ensure that all actions undertaken are consistent with the client's wishes. Inform service users about appropriate services they are able to access.
- Provide confidential and non-judgemental information to enable service users to make informed decisions
- Liaise with the multidisciplinary team in the provision of support services
- Consider safeguarding issues when engaging with service users and follow appropriate policies and procedures
- Have the ability to communicate with the appropriate response and manner to both service user and carers/family during emotional times.
- Make onward referrals to support staff and outside agencies as required and according to policies.
- Liaise with other providers regarding aspects of support
- Complete formulation/needs-assessment with victim and ensure they feel safe, believed, respected and in control of the process.
- Build a therapeutic relationship with client to deliver trauma stabilisation interventions.

- Positively represent the SARC and Royal Devon University Healthcare NHS Foundation Trust to all internal and external agencies.
- To communicate effectively between departments and Trusts to ensure service user's journey is seamless.
- Accurately complete and maintain effective service user records being aware at all times of confidentiality issues.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- Review and audit assessments/formulations using agreed standards as per local policy, analyse areas of strengths/weaknesses and to provide accurate feedback to the team as necessary
- To manage the 'Hub' mail box in conjunction with admin staff, on a rota basis, and triage referrals to the appropriate professional for action, as per the local policy. •
- May be required to attend court as a witness in criminal proceedings where requested or summons by judge
- To recognise and report any incidents, complaints and near misses to self, service user's or carers to the appropriate professional within the stated timescales and record these on DATIX
- To have a good understanding of safeguarding issues and make a judgement of how to act upon the concerns and escalate as appropriate.

#### **PLANNING/ORGANISATIONAL SKILLS**

- Plan, organise and prioritise own workload
- Exercise good personal time management, punctuality and consistent reliable attendance.
- To receive direct referrals within the speciality and to provide support to the clients as appropriate according to relevant policies
- To undertake administrative processes to ensure smooth running of the service and other delegated responsibilities as required in conjunction with the SARC administration team.
- To develop and maintain organisational skills relevant to the service, facilitating a satisfactory interface with SARC service, criminal justice agencies, health agencies and statutory and voluntary services.
- Organise and chair multi-agency meetings for clients that need co-ordinated support across SARC service, criminal justice agencies, health agencies and statutory and voluntary services.
- Provide administrative support in the service users care pathway such as booking clinical appointments for client referrals or telephone follow up.

#### **PATIENT/CLIENT CARE**

- Complete formulation/assessment of clients psychological and wider needs.
- Support the service user with appropriate practical and emotional support so they are ready to access trauma stabilisation interventions.
- Deliver structured trauma stabilisation sessions to client, review progress and plan/amend future sessions based on progress made.
- Make onward referral to the appropriate agencies/professionals.
- Respond to telephone calls and provide initial support, to individuals who are interested in having trauma stabilisation sessions.
- To be a role model participating in the provision of a high-quality service to service users within the SARC service according to agreed policies.
- To support service users in meeting their own health and wellbeing through providing information, health promotion, advice and support.

#### **POLICY/SERVICE DEVELOPMENT**

- To adhere to all Trust policies and contribute to the development and implementation of service, policies, protocols and guidelines as required by SARC manager.
- To work to Trust Policies, Procedures and Standard Operating Procedures (SOP) and maintaining standards of clinical governance.
- To contribute to areas of service development with support from lead professionals.
- To act as a resource to others in developing and improving standards and skills in the SARC

<ul style="list-style-type: none"> <li>To work with the Trauma Resilience Hub team to develop evidence-based standards, policies and guidelines to improve the practice of own and other professions.</li> <li>To participate in developing a shared vision of the service and work with the multi-disciplinary team, and external agencies to achieve this.</li> <li>To establish networks with other SARCs and associated specialists, to exchange and enhance knowledge and skills</li> <li>Demonstrate knowledge of quality issues and commitment to continuous quality and improvement</li> </ul>
<b>FINANCIAL/PHYSICAL RESOURCES</b>
<ul style="list-style-type: none"> <li>The post holder has a personal duty of care in relation to equipment and resources.</li> <li>Support the efficient use of resources including; maintaining stocks and supplies and ordering equipment</li> <li>Ensure safe and efficient use of stock and equipment including; ensuring equipment is checked appropriately and any defects reported.</li> </ul>
<b>HUMAN RESOURCES</b>
<ul style="list-style-type: none"> <li>To participate in regular clinical and management supervision led by the Clinical Psychologist in the team.</li> <li>To actively participate in annual personal development review process, maintain own professional development and attend training, including all mandatory training</li> <li>Take a flexible approach in supporting colleagues during times of caseload pressures.</li> <li>Participate in the training and induction of new staff and other staff/students as appropriate.</li> </ul>
<b>INFORMATION RESOURCES</b>
<ul style="list-style-type: none"> <li>To document all patient contacts and maintain patients records as per Trust Documentation Policy.</li> <li>To participate in the Audit Programme relevant to the service, as appropriate.</li> <li>Use of a range of computer systems e.g. word, excel and PowerPoint to create reports, documents and presentations.</li> </ul>
<b>RESEARCH AND DEVELOPMENT</b>
<ul style="list-style-type: none"> <li>Contribute to developing own and team evidenced based practice including quality improvement, audit and research activity</li> <li>Participation in development and conducting of research on trauma stabilisation at least monthly and feed into the wider Sexual Violence and Trauma Pathfinder Programme evaluation.</li> <li>To keep abreast of current developments and research in relation to sexual assault and related areas.</li> </ul>
<b>PHYSICAL SKILLS</b>
<ul style="list-style-type: none"> <li>The post holder will have standard keyboard skills and use a VDU on a daily basis</li> <li>Ability to travel to other sites as required</li> </ul>
<b>PHYSICAL EFFORT</b>
<ul style="list-style-type: none"> <li>The role will have a combination of sitting, standing and walking for several short periods, along with sitting at a VDU for long periods of time.</li> </ul>
<b>MENTAL EFFORT</b>
There will be occasional requirement for intense concentration when attending court cases and maybe crossed examined
<b>EMOTIONAL EFFORT</b>
<ul style="list-style-type: none"> <li>Support service users who have experienced trauma and maybe in crisis and distressed.</li> <li>Frequent exposure to distressing or emotional circumstances, during telephone conversations or when supporting service users during structured sessions. This can be more than once a week. .</li> </ul>
<b>WORKING CONDITIONS</b>
<ul style="list-style-type: none"> <li>Potential lone working in community settings</li> <li>Ability to travel to meet the requirements of the post, which will include working across the three sites (Exeter, Plymouth and Truro).</li> <li>Sitting at VDU</li> </ul>

## OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

## DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

# PERSON SPECIFICATION

<b>Job Title</b>	Trauma and Well-being Practitioner
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>Appropriate professional training and qualification to degree level in a relevant field such as social work, psychology, mental health, nursing or equivalent</li> <li>Registration with the relevant professional body e.g. HCPC, BACP</li> <li>Specialist training or experience in working with victims of sexual assault or equivalent clinical area</li> </ul>	E	D D
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>Understanding of trauma and its impact</li> <li>Understanding of mental health challenges both on the individual and in a wider context.</li> <li>An up to date and relevant knowledge of appropriate therapeutic and practical approaches to support people who have experienced trauma.</li> <li>Knowledge and understanding of local mental health, wellbeing and support services.</li> </ul>	E	D D
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Experience of working with people who have experienced sexual violence and abuse</li> <li>Experience in completing assessments</li> <li>Experience in delivering interventions on a one-to-one basis and as a group</li> </ul>	E E	D
<b>PERSONAL ATTRIBUTES</b>		
<ul style="list-style-type: none"> <li>To be able to work alone effectively and competently</li> <li>To be flexible and adaptive to change</li> <li>To be motivated to develop and learn</li> <li>To be interested in innovation and change with the service</li> </ul>	E E E E	
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>To evidence effective use of supervision and support when dealing with challenging work</li> </ul>	E	





WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y/N				Y
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N		Y		
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N		Y		
Mental Effort	Y/N				Y
Emotional Effort	Y/N				Y
Working in isolation	Y/N		Y		
Challenging behaviour	Y/N		Y		