

## JOB DESCRIPTION

| JOB DETAILS            |                                     |
|------------------------|-------------------------------------|
| Job Title              | Social Worker Specialist SARC       |
| Reports to             | Principal Psychologist              |
| Band                   | Band 7 (Subject to formal matching) |
| Department/Directorate | Specialist Services                 |

### JOB PURPOSE

Specialist Social Worker role will support the sexual violence workforce within the SARC and wider system to effectively support victims/survivors of sexual violence with complex needs. The postholder will work within the Trauma Resilience Hub to provide:

- To provide a high level of expertise in the field of social work.
- To provide consultation and practice guidance to practitioners delivering work in the field of Sexual Violence, Social Care, The Care Act, Mental Capacity Act, Mental Health Act and Equality and Human Rights.
- To assist with the development of the interface between voluntary and community services locally and the statutory sector.
- Advocating for patient's access to statutory services, including secondary mental health if their needs can not be met in the voluntary sector.
- Chair and co-ordinate multi-agency meetings for complex clients and support sexual violence services to do the same.
- Improve pathways to highly specialist interventions and co-ordinate provision of specialist services through partnership working approaches to enable more creative solutions.

### KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The purpose of the Specialist Social Worker role is to support the sexual violence workforce and practitioners in the wider system to effectively support victims/survivors of sexual violence with complex need. This will be achieved through undertaking the following areas of responsibility:

1. Membership of a Multi-disciplinary Management Team covering Devon and Cornwall in the field of adults' who have experienced sexual violence and have complex needs, offering social care professional expertise.
2. To oversee the co-ordination of care for a selected caseload of complex cases.
3. To provide specialist advice and consultation to professionals in how to support victims/survivors of sexual violence and abuse with complex needs.
4. To build operational links within the three Mental Health Trusts to support a co-ordinated multi agency response to adults with complex needs following sexual violence.
5. To provide an interface with adult social care and build operational links with the four local authorities.
6. To advocate for patients and support professionals within the wider system to navigate the right pathways within mental health, adult social care and wider partnerships.
7. To convene and chair multi-agency professional meetings.
8. To work collaboratively with specialist sexual violence providers, mental health providers and people with lived experience to create and improve pathways and partnership working approaches, to support creative solutions.
9. To work collaboratively with colleagues and people with lived experience to identify gaps in service provision, and escalate these gaps to commissioners.

10. To support development and delivery of training and learning events to support the sexual violence workforce (e.g. development on formulation).
11. Work autonomously within professional guidelines, ethics and Trust policies.
12. The post holder will receive regular professional and clinical supervision in accordance with Trust policy and Professional Practice Guidelines set out by the British Association Social Workers Code of Ethics.
13. The postholder will be fully registered Social Workers as a condition of employment.

### KEY WORKING RELATIONSHIPS

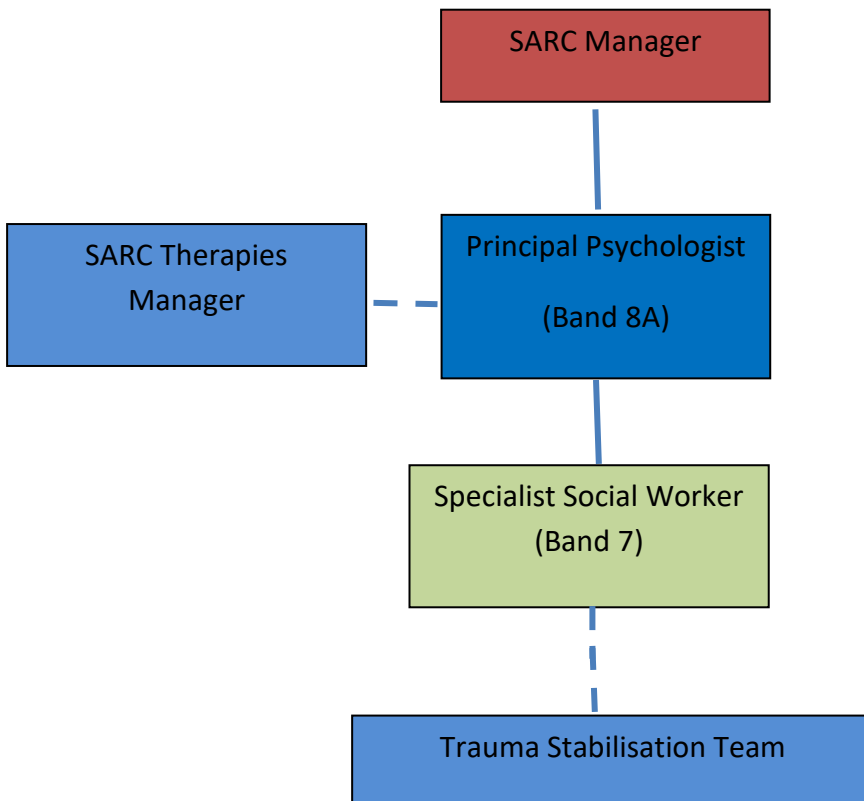
The post holder will be skilled at developing collaborative working relationships with staff within the Trust and community, statutory and voluntary partners across the sexual violence system. This will include verbal, written and electronic media.

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>• Allied Professional</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>• Local authority adult safeguarding teams</li> <li>• VCSE services working with people with people with complex trauma related mental health needs</li> <li>• GPs</li> <li>• Acute hospital services</li> <li>• Other community and voluntary sector providers</li> </ul> |

No. of Staff reporting to this role: (0)

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- The post holder is accountable for their own professional actions, acting within broad occupational and Trust policies and Professional Practice Guidelines.
- To work autonomously within clinical professional guidelines and provide specialist advice and guidance to other professionals working within the sector.
- The post holder will be a lead specialist on sexual violence and trauma informed care in the social worker profession.

## COMMUNICATION/RELATIONSHIP SKILLS

- To communicate highly complex information to patients, who may be manipulative, hostile and overcome significant barriers to acceptance in a hostile, antagonistic or highly emotive atmosphere.
- Communicates on disclosure of sensitive information, child protection/vulnerable adult's issues, negotiating for client services
- To recognise and overcome differences in understanding and communication, language, culture and ways of expressing distress, using effective communication strategies to develop a shared understanding with people you are working with.
- To build trauma-informed relationships with stakeholders, partners, colleagues and clients to improve outcomes for people who have complex trauma related mental health needs.
- Drawing on clinical expertise to work to support practitioners to create a safe space to think creatively and promote collaborative person-centred and trauma informed ways of working.
- To work collaboratively as part of a multi-disciplinary team with colleagues in the SARC, mental health services, specialist sexual violence services, primary care and other VCSE organisations.
- Make a lead contribution to developing a working environment where shared learning is prioritised, where it is safe to ask questions and where multi-disciplinary knowledge and experience are valued, respected and integrated to arrive at more creative, novel and helpful solutions.

- To communicate in a highly skilled and sensitive manner, highly complex and sensitive information concerning the assessment, formulation, and support plans of people, in line with their wishes wherever possible.
- To provide specialist advice & guidance in the application of trauma informed principles and techniques, and to foster reflective practice within the Trauma Resilience Hub and the wider system.
- Advice and guidance to Voluntary and Community sector agencies and mental health colleagues as outlined above.
- To build and maintain good working relationships with senior professional staff and managers across the specialist sexual violence providers.
- To communicate and influence in a highly skilled and highly sensitive manner with stakeholders in a range of different mediums to bring about organisational and cultural change.

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

- To complete need and risk assessments for adults with complex needs, providing advice/direction to other professionals.
- To analyse and interpret highly complex information about individual's current and historic situation/abuse.
- To support the development of care plans to meet the individual's need and manage the risk, these will require regular review.
- To participate and work fully within the Clinical Governance Framework, including risk management, audit and evaluation of interventions.
- Assessment of risk and liaison with the Safeguarding Team and other staff in the SARC as appropriate

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

- To plan and prioritise own workload on a daily basis according to needs and urgency and link in with Trust safeguarding team and SARC General Manager when necessary.
- Plan and organise complex activities, requiring formulation and adjustment.
- To co-ordinate activities with other agencies/professions.
- To support the development of a community of practice across the sexual violence sector.
- To collect data and report on activities of the Hub on a quarterly basis as part of contract monitoring.

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

- Provide highly specialised advice, guidance, and consultation on complex cases or issues to other colleagues and service providers.
- Develop specialised care packages and support their implementation in partnership with adult social care, mental health and sexual violence providers.
- Consider safeguarding issues when engaging with clients and follow Trust child protection, domestic abuse and Vulnerable Adult/Safeguarding policies.
- Provide clinically appropriate referrals to other clinical services as necessary and provide timely, written progress information to referrers.
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#### **POLICY/SERVICE DEVELOPMENT**

- Implement policy and propose changes to practices, procedures for own area which impact beyond own area.
- The post holder will establish a compassionate culture which values and enables shared learning, where multi-disciplinary knowledge and experience can be effectively integrated to deliver creative solutions and improve the system.
- Advised on the design and implementation of protocols, policies, and guidelines in relation to the development of the Trauma Resilience Hub.
- Support the implementation of policies and propose changes to trauma practices and procedures across the sexual violence system.

- Develop innovative and collaborative creative solutions in service improvement initiatives, inviting and incorporating suggestions from other team members and the wider multi-agency network.
- Propose changes for policy and service developments on other service areas/organisations e.g. sexual violence and mental health providers.

### **FINANCIAL/PHYSICAL RESOURCES**

- Authorised signatory for expenses associated with trauma resilience team.
- To be responsible for the safe keeping of equipment under own use.
- Be aware of cost implications associated with the service and ensure effective use of all resources including staff, medical and surgical supplies, and travel.

### **HUMAN RESOURCES**

- To support the design and deliver training packages/learning events to team members/other professions e.g. supporting the sector to implement evidence-based tools.
- Ensures own appraisals are completed and timely.
- Develop and maintain a working relationship with practitioners working in the SARC and specialist sexual violence services.

### **INFORMATION RESOURCES**

- Ensure own records and patient notes are maintained in accordance with trust and service policies.
- Ensure own records and notes are kept, stored and maintained in accordance with information governance policy and regulatory body standards.
- Ensures clear accurate record keeping.
- Ensures the cascading of information to other staff members.
- Record and maintain service delivery information to include activity, waiting list and also patient outcome measures to inform service SMT.

### **RESEARCH AND DEVELOPMENT**

- Undertakes care audit using research techniques.
- To utilise theoretical, evidence-based literature and research to support evidence-based practice in individual work field.
- As a clinician to be responsible for collecting clinical practice outcome data that contributes to building practice-based evidence and service evaluation.
- To participate in service audits and relevant research projects as required (this is not a significant part of the role).

### **PHYSICAL SKILLS**

- Standard keyboard skills
- Ability to drive

### **PHYSICAL EFFORT**

- Combination of sitting, standing and walking, some light physical effort to move equipment
- Frequent use of VDU.

### **MENTAL EFFORT**

- Frequent concentration required with occasional intense concentration when dealing with complex case reviews.
- Interruptions to deal with emergency situations may occur.
- Intense mental effort dealing with pressures of working effectively in highly complex situations.
- Holding a space to support others to work with and manage uncertainty.
- Provide professional advice and support for colleagues including outside healthcare professionals.
- Ability to respond flexibly to changes in service needs both short and long term.

## **EMOTIONAL EFFORT**

- Frequent highly distressing or emotional circumstances such as serious mental illness, child sexual abuse and domestic abuse.
- Non-judgemental approach when dealing with people's fears and distress.
- Supporting colleagues psychologically in highly distressing situations.
- Frequent assertive and pro-active communication about highly distressing matters on the behalf of other people, where appropriate, with outside agencies.
- Ability to evaluate and act upon safeguarding issues with all age groups.
- Working with distress and complexity of the system

## **WORKING CONDITIONS**

- Frequent unpleasant conditions whilst working in a potentially highly hostile environment and may be subject to occasional verbal aggression and very occasional physical threat.
- Promote a healthy and safe environment, adhering to all relevant health and safety legislation and reporting all incidents/accidents through the appropriate channels

## **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.
- Must have access to a motor vehicle, hold business insurance and a full UK driving licence to drive between sites as required

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.

## **APPLICABLE TO MANAGERS ONLY**

Leading the team effectively and supporting their wellbeing by:

- Championing health and wellbeing including through promoting and upholding trauma-informed values of safety, trust, empowerment, control, choice and cultural consideration
- Encouraging and support staff engagement in delivery of the service.
- Encouraging staff to comment on development and delivery of the service.
- Ensuring during 1:1's / supervision with employees you always check how they are.

## **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 Resilience Hub Lead |
|------------------|----------------------------|

| Requirements   | Essential | Desirable |
|--|-----------|-----------|
| <b>QUALIFICATION/ SPECIAL TRAINING</b>   |           |           |
| Professional knowledge acquired through degree/diploma in social care supplemented by specialist experience to masters level.  | ✓         |           |
| Social Work England Registered   | ✓         |           |
| Highly developed specialist knowledge of trauma underpinned by theory and experience.  | ✓         |           |
| Specialist training in working with people who have experienced sexual abuse/trauma.   |           | ✓         |
| <b>KNOWLEDGE/SKILLS</b>  |           |           |
| Proven post qualification experience and knowledge of the impact of trauma particularly for people who have experienced sexual violence and abuse  | ✓         |           |
| Knowledge and understanding of sexual violence and abuse and the impact it has on the individual.  | ✓         |           |
| Creative solution focused and problem-solving skills to solve organisational and system barriers.  | ✓         |           |
| Knowledge and understanding of the use of outcome measurement and enthusiasm for implementing them.  | ✓         |           |
| Knowledge of sexual violence provision in Devon and Cornwall   |           | ✓         |
| In depth knowledge and ability to act and respond to safeguarding issues for all age groups.   | ✓         |           |
| Good numerical, literacy, IT, record keeping and report writing skills.  | ✓         |           |
| <b>EXPERIENCE</b>  |           |           |
| Experience of providing care in a multidisciplinary setting  | ✓         |           |
| Experience in delivering risk, needs assessments and formulations for patients with complex needs.   | ✓         |           |
| Experience in developing and delivering care packages  | ✓         |           |
| Experience of working with victims / survivors of sexual violence and abuse and people with complex, trauma-related mental health needs.   | ✓         |           |
| Experience of teaching, training and supervision.  |           | ✓         |
| Experience in undertaking leadership roles and in contributing to the development, implementation and evaluation of strategies and clinical policies in multi-disciplinary, multi-agency contexts. | ✓         |           |
| Experience of working effectively and collaboratively with a wide range of partner agencies, multi-agency liaison / working, in particular sexual violence services.                               | ✓         |           |
| Experience of working autonomously with a highly complex client caseload   |           | ✓         |
| Experience, and/or training in diversity awareness and social inequality.  | ✓         |           |



| <b>PERSONAL ATTRIBUTES</b>   |   |   |
|--|---|---|
| A commitment to establishing and contributing to a compassionate environment which values shared learning with colleagues from other disciplines / organisations and people with lived experience. | ✓ |   |
| A commitment and drive to work collaboratively in a multi-agency environment to develop creative approaches and improve services.  | ✓ |   |
| A commitment and drive to integrate and promote trauma-informed and shame sensitive practice.  | ✓ |   |
| A commitment to trauma-informed values and principles and an interest in how complementary approaches to the medical model, eg Power Threat Meaning Framework, can enhance services.               | ✓ |   |
| An enthusiasm for creating a more trauma informed and compassionate system.  | ✓ |   |
| Ability to communicate effectively and sensitively, in person and on the telephone and e-mail.   | ✓ |   |
| Ability to demonstrate discretion, confidentiality and anti-discriminatory practice in all aspects of work.  | ✓ |   |
| Ability and confidence to use own initiative and work independently.   | ✓ |   |
| Ability to deal with challenging / hostile behaviour.  | ✓ |   |
| Good negotiation skills.   | ✓ |   |
| The ability to work without direct supervision. Manage own workload, good organisational and caseload management skills  | ✓ |   |
| Ability to cope with the emotional demands of the post in terms of communicating with distressed patients.   | ✓ |   |
| <b>SKILLS AND ABILITIES</b>  |   |   |
| <b><u>Communication Skills</u></b>   |   |   |
| Excellent verbal, nonverbal and written communication skills.  | ✓ |   |
| Strong, compassionate leadership qualities, resilience and ability to handle ambiguity and uncertainty.  | ✓ |   |
| Skills in managing conflict, negotiation and achieving consensus in complex situations in the pursuit of agreed strategic aims.  | ✓ |   |
| Excellent interpersonal communications skills.   | ✓ |   |
| Good communication skills when presenting / facilitating to varying groups of people.  | ✓ |   |
| <b><u>Analytical &amp; Judgement Skills</u></b>  |   |   |
| Ability to integrate complex data; make highly skilled evaluations and decisions; and take a long-term perspective.  | ✓ |   |
| Advanced assessment and formulation skills including risk assessment.  | ✓ |   |
| <b><u>Planning &amp; Organising Skills</u></b>   |   |   |
| Proven organisational, planning and time management skills, including development of policies and procedures.  | ✓ |   |
| Ability to work under pressure and cope with deadlines.  | ✓ |   |
| Project management skills / experience.  |   | ✓ |

|  |   |   |
|--|---|---|
| <b>Other Requirements</b>  |   |   |
| Highly skilled in specialist interventions with the client group.  |   | ✓ |
| Must have access to a vehicle, with business insurance and full UK driving licence to drive between sites when required. | ✓ |   |

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