

# **KENT AND MEDWAY NHS AND SOCIAL CARE PARTNERSHIP TRUST**

## **JOB DESCRIPTION**

**JOB HOLDER:**

**JOB TITLE: Family Engagement and Liaison Lead**

**ACCOUNTABLE TO: Care Group Lead for AHP and Patient Experience**

**BASE: TGU and Broadview**

**AFC GRADE: 4**

**HOURS: 37.5**

### **JOB PURPOSE:**

To work specifically with carers to offer support, advice and information. This will include making contact with carers through a range of means including face-to-face, telephone, e-mail, letters and virtually.

To facilitate meaningful communication between the carer, the service and the MDT and to maintain those open links of communication. This will include supporting friends, family and carers with accessing MDT and CPA and ensuring that ward "meet and greets" take place.

To support and signpost carers to enable them to access other relevant services, especially where it helps protect and support the relationship with service users e.g. housing, substance misuse substances etc.

To assist in coordinating support and opportunities for carers including running psychoeducation groups, arranging "drop ins" with different professional groups and being involved in research or clinical audit relating to carer based issues.

To develop relationships with external carer related agencies and other relevant community groups to broaden their own knowledge of what services can be offered, to understand how they work, and to connect friends, family and carers with these services.

To seek regular feedback from friends, family and carers and to act on this information to positively influence the quality of care given across the secure, forensic services within KMPT.

To regularly check in with friends, family and carers to establish what they would like from our services and to then review the carer offering to ensure that we are meeting their needs.

## **KEY RESULT AREAS:**

### **Operational**

For the post holder to be a point of contact to facilitate communication between the carer and others involved in the patient's care.

To support carers in attending patient focused meetings (if requested by the carer or the MDT) and to provide them with advocacy, moral support or to act as a chaperone.

To keep accurate records of the contact undertaken, contributing to the clinical record where appropriate and in line with KMPT policies.

To ensure advanced knowledge of the use of third party documentation.

To have knowledge of issues relating to confidentiality and an awareness of the principles of information governance. To proactively raise any issues surrounding these topics to supervision.

To have an awareness of the complexity of the work that the forensic services undertake and to be sensitive in the context of complex family issues, particularly in relation to offending behaviour.

Being prepared to undertake community visits alongside other staff members if required / requested by the MDT and to have an awareness of the lone working policy should there be a need to carry out visits individually.

To contribute to the support of family visits within the in-patient setting if required or requested by the MDT.

To act as first point of contact in all aspects related to carer support across the forensic inpatient services.

To maintain regular contact with friends, family members and carers, including sending out information packs for new admissions, holding carers events etc.

The post holder will be responsible for making contact with named friend, family member or carer before admission where possible. If not, contact should be made immediately after admission and the post holder will maintain continuity of contact throughout the patient's pathway.

The post holder will be responsible for liaising with relevant stakeholders (i.e. social care, third sector agencies) and will act as an advocate and ensuring that carers are aware of their options and rights, for example under the Care Act 2014.

The post holder will be responsible for developing new ways of delivering information to relatives of service users across the service line.

The post holder will be responsible for ensuring that carer involvement has a high profile within the service line and the Trust.

The post holder will be responsible for representing forensic services line at carer events, both locally, Trust-wide and regionally, as agreed with the AHP lead.

The post holder will be responsible for producing and updating information relevant to the family engagement and liaison lead role and carers.

### **Communication**

To communicate with family members / significant friends regarding general information about the service, to respond to individual concerns and, where consent has been obtained, to share information about the patient's progress.

To develop positive relationships with each of the ward teams and to ensure that communication with them is effective.

To demonstrate good interpersonal skills in a variety of settings.

To promote national and local carer engagement initiatives (e.g. the triangle of care) ensuring that the MDT are aware of the Trusts commitment to a positive carer experience.

To organise and facilitate carer awareness training as required across the forensic inpatient services and to review and update the Forensic Carer e-learning programme on a regular basis.

To research opportunities for support for carers and to disseminate this information in a proactive fashion with carers e.g. through newsletter, emails or carers champions.

To regularly facilitate forums for the forensic inpatient carers champions.

To feedback in local clinical governance meetings in relation to updates about carer work, carer initiatives or carer related action plans.

### **Governance and Quality**

Where complaints or concerns are raised by carers, the post holder should hand these over to the quality team and act as a liaison with the carer to keep them updated on progress.

To promote carer attendance and representation at relevant groups and meetings, ensuring that carer specific issues are reported on at the appropriate forums

To support each of the individual wards to complete, regularly review and update their triangle of care self-assessments

To facilitate the completion of carer specific surveys and to contribute to the completion of an action plan following review of the results as required.

To support the Patient Experience lead in quality initiatives, ensuring that carers are engaged in the process and to consult with carers around proposed changes, service developments / redesign.

To have excellent working knowledge of safeguarding issues, adhering to the principles of safeguarding of children and vulnerable adults in line with Trust policy and local reporting procedures.

To ensure that there is a Carers Champion on every ward and that the carers champions are offered sufficient time and support to effectively deliver their role.

To actively encourage and support carer involvement in the planning, development and improvement of the forensic services.

To remain up-to-date with current issues and developments in around mental health and inclusion of carers.

To contribute to service line objectives, developments, and CQUINs as required.

To maintain regular and open communication with the AHP Lead about work being undertaken.

To have an understanding of the Mental Health Act, Care Act and other legislation that may be relevant to work with carers.

### **Planning / management**

To comply with policies and procedures for Kent and Medway NHS and Social Care Trust.

To seek support in supervision as required.

To contribute to the induction and orientation of new staff as well as the education of students where appropriate.

To actively promote the role of the family engagement and liaison lead.

To identify opportunities to develop innovative practice in relation to the carer agenda.

To manage time and caseload in an efficient and productive manner.

### **Development**

To take responsibility for own learning and development by recognising and taking advantage of all opportunities to learn in line with role expectations.

To undertake training identified through supervision and appraisal and keep up to date with mandatory training.

To attend local / Trust / nationwide support and networking groups if appropriate, with the aim of providing feedback in relation to carer priorities within the forensic services and supporting the development of any initiatives that result from this.

To promote the use of new technology to support family contact.

To maintain an awareness of national, regional and local initiatives in relation to the carer agenda and make suggestions on their implementation.

To support the implementation of the Forensic Friends, Family and Carer Strategy and to be an active participant in its review.

**ENVIRONMENT:**

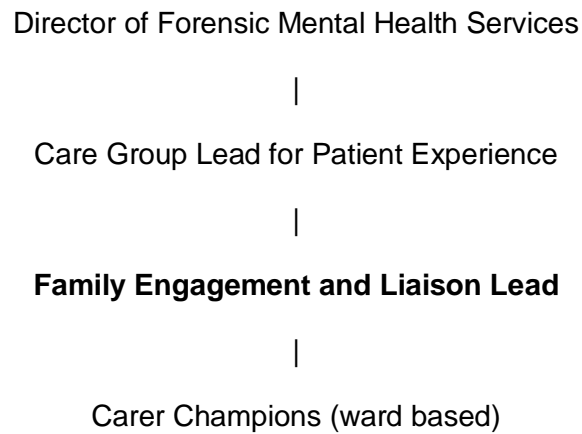
The post holder is required to work within medium and low secure environments

Frequent contact with carers who may be emotionally distressed or disgruntled with the service

Attending home visits which may be within a variety of environments

Required to work evenings and weekends, often lone working within the office environment

**ORGANISATION CHART:**



## KNOWLEDGE TRAINING AND EXPERIENCE

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• NVQ Level 3 Health and Social Care.</li> </ul>	<ul style="list-style-type: none"> <li>• BTEC NVQ Level 4 in Health and Social Care and /or foundation degree OR equivalent qualification.</li> </ul>
Experience / Attainments	<ul style="list-style-type: none"> <li>• Work in a mental health / LD setting.</li> <li>• Previous experience of working with carers / families.</li> </ul>	<ul style="list-style-type: none"> <li>• Work in a secure mental health setting / offenders.</li> <li>• Experience of being a carer.</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Awareness of the statutory frameworks that the NHS is subject to.</li> </ul>	<ul style="list-style-type: none"> <li>• Working knowledge of Mental Health Act.</li> <li>• Knowledge of local authority and carer support agencies.</li> <li>• Knowledge of the Care Act 2014.</li> <li>• Knowledge of the Equality Act 2010.</li> <li>• Knowledge of safeguarding.</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written.</li> <li>• Basic computer literacy.</li> <li>• Ability to maintain boundaries and form positive therapeutic relationships with service users and carers.</li> <li>• The ability to work alone and as part of a team.</li> <li>• The ability to proactively signpost to other services.</li> <li>• Ability to work effectively with carers within forensic and learning disability services.</li> <li>• Ability to identify carers personal anxiety and depression and to be able to highlight this and signpost appropriate support.</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of reflective practice.</li> </ul>

Job requirements	<ul style="list-style-type: none"> <li>• Willingness to work outside traditional working hours as required.</li> <li>• Ability to travel in a timely and efficient manner.</li> </ul>	
Personal qualities	<ul style="list-style-type: none"> <li>• Reliable.</li> <li>• Non-judgemental.</li> <li>• Enthusiasm for working in a challenging area.</li> <li>• Innovative.</li> <li>• Good time management skills.</li> <li>• Able to work with a wide range of professional colleagues and carers.</li>   <li>• Ability to adapt and work with carers who are living with or experiencing chaotic lifestyles or crises.</li> </ul>	