

Gaddum

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Discharge from Hospital Service Team Member (working title)

Job Description:

Job Title: Discharge from Hospital Service Team Member (working title)

Accountable to: Discharge from Hospital Service Manager

Reporting to: Discharge from Hospital Service Team Co-ordinator

Location: Hybrid including Inpatient psychiatric settings across Greater Manchester, community settings, home or office working (central Manchester), occasional travel outside of Greater Manchester

Salary: £28,441

Hours: 35 hours (part time and flexible working requests welcome)

Contract: Permanent

About Gaddum

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester.

Outline of service:

Gaddum and Manchester Mind have come together to provide a new and innovative service which will support people to leave inpatient mental health settings and return to their community with the support they need to recover and remain well.

As a team, we will deliver psycho-social interventions, advocacy, housing and welfare rights advice and peer support. There will also be tailored support to young people (those under the age of 25). All we do is underpinned by listening and ensuring people feel heard – because we know that when people are listened to, they recover. The team will be working with colleagues within the mental health, primary care, inpatient and community sectors.

Job summary:

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You will work with people prior to discharge from mental health hospital and then support the person get the care they need so they can recover in the community. We want to enable people to feel connected within their communities – to services, friends and family.

This role will work with a small but intensive caseload (max 15 cases) to focus on:

- **Repatriate:** when people are sent to an out of area placement (OAPs) advocate to get them back to Greater Manchester so they can recover in their community.
- **Discharge:** Supporting people when they're ready to be discharged from inpatient mental health services to get back to the community and recover.
- **Prevent re-admissions:** Work with people, post-discharge, to ensure they continue to get the support they need to make informed choices, stay well and ultimately thrive.
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Main Duties and Responsibilities

- To provide support to people that are ready to be discharged from inpatient psychiatric care to return to the community with the services and resources they need to recover.
- To work alongside people post-discharge, in their community setting to ensure they get what they need to stay well.
- To effectively and independently manage a small but intensive caseload (max 15 cases), being flexible to people's needs and short-term changes in schedule.
- To work in a person-centred, trauma informed and culturally appropriate way that enables people to effectively engage with services and make sustainable links in with their communities.
- To use your knowledge of community care, policies, legislation and statutory services to get people the support they need to recover and stay well.
- Identify when people need referrals to secondary services and make appropriate referrals.
- Independently visit people in inpatient and community settings in Manchester and across Greater Manchester, adhering to lone working and risk management procedures.
- Occasionally visit people out of the Greater Manchester area who need to return to their community in Manchester (all travel expenses will be paid and non-commute travel time will be part of your working day).
- Build relationships with key professionals to ensure individuals achieve their goals (e.g. inpatient staff, social care, CMHTs, community services etc).
- Effectively engage in multi-disciplinary meetings, representing the views of people, and their aspirations on returning to community settings.
- Support the development of a supportive and productive referral route into and out of the service.
- Support the development of this new service, responding professionally to changes as we improve and evolve our working practice collaboratively.

Working as a team:

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- To integrate effectively with colleagues at Manchester Mind, taking a “one team approach” to deliver a seamless service, understanding the different roles in the team and recognising each other's strengths.
- To support Peer Support Workers to develop in their roles by providing peer guidance and support.
- Work closely to support clinical, local authority and other system colleagues to ensure a “one team” approach to packages of care and support.

Reporting and monitoring:

- Maintain accurate and up-to-date case notes using agreed case management systems, following standard operating procedures.
- Support people to engage in our service through coproduction, engagement events and feedback forms.
- Contribute to reporting, evaluation and “deep dives” as required.
- Identify the unmet needs of people and report these back to management.

Other responsibilities and duties:

- To be responsible for your professional development, attending regular supervisions, appraisals and training.
- To respond to enquiries and calls in a prompt, professional and knowledgeable manner.
- To promote or represent Gaddum or Manchester Mind at meetings, forums and events where appropriate.

The post holder will be required to undertake other tasks as reasonably directed by the Programme Management and Senior Management Team, which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum/ Manchester Mind policies and procedures. This role is subject to a standard DBS check.

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Person Specification:

In your application form please outline how you meet the essential criteria listed below using examples where possible.

If you don't meet all the criteria, don't worry! We would still welcome an application.

Criteria	Essential	Desirable	How we assess this:
Qualifications & Training	<p>Demonstrable prior experience of working in a similar field OR relevant qualification in mental health, social work, advocacy, youth work or similar.</p> <p>Evidence of appropriate continuing professional development.</p>		Application
Knowledge & Experience	<p>Experience of working with people (in a professional or personal context) with mental health needs in a trauma informed, strength-based and culturally appropriate way.</p> <p>Experience of developing effective working relationships with colleagues in primary or secondary care.</p> <p>Good knowledge and understanding of inpatient and community mental health services.</p> <p>Good knowledge of the challenges that people may experience when accessing mental health services, how to overcome these challenges and how these challenges specifically effect people from marginalised/ minority communities.</p> <p>A robust knowledge and commitment to Safeguarding vulnerable adults and children</p>	<p>Professional experience working in inpatient psychiatric settings and/or community mental health services.</p> <p>Lived or living experience of receiving care and treatment to support your mental health needs. And knowledge on how to effectively apply this experience to your practice.</p>	Application/ Interview/ Test

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<p>Skills & Abilities</p>	<p>Ability to work collaboratively with others, generously sharing resources, skills and talents.</p> <p>Clear and meaningful communication skills – the ability to communicate in a range of formats in a way that enables people to feel heard, accepted and understood.</p> <p>Good ICT skills - ability to use Microsoft Office suite including SharePoint and Outlook and case management systems.</p> <p>Ability to understand and apply relevant policies, legislation and case law where necessary to support people to access the care they need.</p> <p>Ability to be solution-focussed and use creative thinking to solve problems.</p> <p>Ability to prioritise and plan work: take responsibility in decision making, be well organised and work independently to meet deadlines</p>		<p>Application/ Interview/ Test</p>
<p>Values and Personal Attributes</p>	<p>Commitment to anti-racist and inclusive practices of working.</p>		<p>Application / Interview</p>
<p>Other requirements</p>	<p>Ability to regularly travel independently throughout Greater Manchester and visit clients in a range of settings.</p> <p>Able to occasionally travel outside of Greater Manchester wherein people are in an Out of Area Placement (OAP).</p>		<p>Application / Interview</p>