

Job Title: Therapeutic Specialist – Self Neglect and Hoarding	Role Profile Number: PCDN90
Grade: N	Date Prepared: 26/05/21
Directorate/Group: Adults, Health and Housing	Reporting to: Community Participation Manager
Structure Chart attached:	No

Job Purpose

This post holder will work as part of the Community Health and Wellbeing Team, Public Health, in support of individuals who live in Swindon with self-neglect and hoarding behaviour. The programme of work will focus on individuals who have been identified as at risk from self-neglect or hoarding behaviour. The purpose of this role is to support and protect local residents by offering therapeutic support with trauma that will ensure positive change for the resident and the implementation of the Swindon Self-Neglect Policy and the Hoarding protocol. The post holder will work with the Community Participation Lead and the Community Navigator (Specialist) to design and deliver a plan for therapeutic and practical support, offer one to one sessions to address trauma with an approach that enables the resident to focus on behaviour change and does not reactivate past trauma. The therapeutic lead will also ensure that the voice of the resident is heard in multi-agency working.

Key Accountabilities

Initial contact with at risk resident

- The post holder will be the first contact for people referred to the service. The post holder will identify a therapeutic and practical support plan whilst working alongside the resident with an approach that puts the person at the centre of our work and increases the likelihood for sustainable change.
- The post holder will offer where appropriate therapeutic support to the resident that will seek to address issues of trauma where the self-neglect or hoarding behavior may be rooted.
- The post holder will liaise with the Community Participation manager and the Community Navigator (self neglect and hoarding) to ensure a joined up and complimentary approach

Coordinate practical support

- Co-design a support plan both therapeutic and practical.
- Escalate and refer challenging or complex cases or incidents to the appropriate agency or team in line with the self-neglect policy and hoarding protocol.

- Liaise with partners and where appropriate the lead professional.
- Provide therapeutic support to compliment practical intervention.
- Identify individual support plans for individuals that can be delivered by the Community Navigators (Self Neglect and Hoarding) to motivate and support change.
- Modify and adapt methods of communication to account for the differing needs of residents especially in stressful and difficult situations, or where English isn't their first language and ensure polite, efficient and appropriate communications exist at all times
- Facilitate the Swindon Hoarding support group

Record Keeping

- Responsible for the timely and accurate recording of interventions through case management systems, e.g. Podio, Eclipse
- Create strength-based - person-centred Live Well personal plans that ensure a holistic empathetic and realistic programme of work for each individual that engages with the service.
- Maintain confidential records as directed in accordance with SBC and PHE procedures and legal requirements, including Data Security and Clinical and Information Governance Guidelines

Partnership Working

- Work alongside the Community Participation Manager to build relationships with Statutory and Non statutory partners to maximise impact and improve life for Swindon residents with self neglect and hoarding behaviour
- Attend regular partnership meetings to ensure Swindon has a system wide approach in line with the Hoarding Protocol
- Contribute to any necessary ongoing development of current protocols, guidance and standard operating procedures as appropriate.
- Work with Voluntary, Community and people at neighbourhood level to engage with sources of support for people with hoarding behaviour

Supplementary Accountabilities

- Play an active role within the Public Health team including regular attendance of team meetings, PH Directorate meetings and contributing to the overall business plan
- Assist the line manager to effectively promote service in line with National and Local guidelines
- Support the operation of Live Well Swindon within the skills, knowledge and experience of the job holder, as directed by the line manager

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience in working 1-1 with clients presenting with complex trauma.
- Excellent customer service skills and effective communication skills.
- Strong understanding of Public Health principles and practices

- Good knowledge and understanding Hoarding Behaviour
- Good knowledge of support services and safeguarding
- Experience of Strengths based work, coaching or 1:1 support work
- Experience of autonomous working with minimum supervision
- Experience of strong team work
- Computer literate.

Qualifications

- Professional Psychotherapy or Counselling Degree accredited by UKCP (United Kingdom Council for Psychotherapy) or BACP (British Association for Counselling and Psychotherapy)

Decision Making

- Flexible approach to working patterns and hours to meet service needs and client expectations
- Understanding of escalation protocols and when to use them
- Safeguarding decisions - risk of harm or welfare concerns
- Viability of new projects
- Prioritising and managing a changing workload with competing pressure on individuals/teams time
- Decide if there is a need for translation/further communication support

Creativity and Innovation

- Using and sharing insight across the team
- Transfer developed ideas into project scopes and delivery
- New ways to support residents
- Reporting outcomes in an informative and imaginative way
- Ability to communicate detail into something more manageable to residents without diluting the message

<p><u>Job Scope</u></p> <p>Number and types of jobs managed 0</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Casework/calls • Welfare visits • Administrative tasks • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Ability and motivation to solve problems and the ability to build confidence with clients
- Establish excellent rapport and build trust with residents through therapeutic intervention
- Readiness to acquire new knowledge and understanding; working with others to share good practice and skills
- Empathy and understanding towards people, without judgment
- Knowledge of the local area and of networks and local community organisations, including those offering health and wellbeing support in Swindon
- Ability to work with a diverse range of individuals and groups
- Strong team work and collaboration principles
- Negotiation and persuasion skills
- Dealing with stressful/sad circumstances surrounding COVID 19

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- A flexible approach to working which is likely to be office based and will include some evening and weekend working.
- Dealing with stressful situations and issues associated with the pandemic

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	