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Registered Charity No. 1100722

Job Description: Keyworker

Location:	Bedfordshire, Luton and Milton Keynes, administrative base at Head Office, Bedford
Salary:	£31,713 - £37,819 annually
Hours:	37.5 hours per week (flexible and hybrid working available)
Line Manager:	Keyworker Operational Lead
Contract:	23 months fixed term (potential to renew)

The Key Worker Service is part of the NHS long Term Plan for All Children and Young People (CYP) with a learning disability, autism or both, in an inpatient setting, to have a named worker/Key Worker by 2024.
<https://www.england.nhs.uk/learning-disabilities/care/children-young-people/keyworkers/>

Job Summary:

The Keyworker will work across the local system with families, to ensure children and young people with the most complex needs, initially those at risk of admission or in hospital, receive appropriate personalised, integrated support.

Keyworker support will also be extended to the most vulnerable children with a learning disability and/or autism, including those who face multiple vulnerabilities such as looked after and adopted children, and children and young people in transition between services.

We are looking for a Keyworker to enable a whole 'System' (that is the NHS, Local Authority and the third sector) change and work with our children, young people and their families and carers in a person-centred way, helping to bring their voices to life and achieve their aspirations and successful outcomes.

The Keyworker will support the whole 'System' to deliver high quality, effective and efficient service and system responses to:

- Improve the experience of children & young people
- Improve the experience of Parent/carers & families
- Improve Access
- Improve Quality of care

1. Key Worker functions:

- Working with children, young people and families identified as medium or high risk on the Dynamic Support Register including those who have complex needs, at risk of harm and those with adverse childhood experiences
- Implementing Care, Education and Treatment Review (CETR) recommendations
- Coordinating support at pace to avoid admission. Where admission is deemed necessary following a community CETR, the keyworker should continue their involvement throughout inpatient treatment, to facilitate timely discharge, well managed transition and full implementation of CETR recommendations for community support.
- Undertaking needs assessment of individual cases to ascertain what support is already in place and identify what additional support might improve outcomes e.g., the development of positive behaviour support plans; risk management plans; personalised care plans.
- Identifying if the children or young person may be eligible for Children's Continuing Care funding and support the implementation of Personal Health Budgets (PHB).

- Be responsible for improving outcomes for children and young people by providing advice and support to ensure the use effective assessments, reviews and ongoing case management across the local children's system
- Providing cross system knowledge and experience to help families navigate services and has a degree of independence from those services to facilitate providing family focussed support and challenge the system partners when necessary.

2. Key working Relationships

The post holder will be required to proactively engage with young people and their families, Local Authority and CCG, Acute Trusts and Community Services, Education providers, in-patient units as well as a range of other internal and external stakeholders:

- Service Users young people / young adults and Parents/Carers
- CAMHS staffing and leadership team
- Clinical leads and practitioners within hospital and in-patient settings
- Professional Leads
- Other professionals working with children and young people in social care, health, education and the third sector Trust corporate departments including Human Resources, Training and Development etc
- Service Commissioners

3. Family Support:

- Navigate the System to ensure families receive the required support at the right time
- Ensure professionals listen to parents/carers and C&YP and understand what they need
- Support families to understand which professionals they go to when as there are often so many involved
- Identify what current services and support the young people are accessing
- Identify what services and support they feel would benefit them and their family
- Begin to co-produce and tailored an appropriate family support plan where required

4. Operational

- To provide and receive highly complex clinical and social information relating to young people and explain this to Multi-disciplinary (MDT) meetings, team meetings, other agencies, young people and family members carers
- Work flexibly within a team and communicate well with other colleagues, ensuring all records are comprehensive and those colleagues are briefed on potential issues, which may arise during any planned absence.
- Manage difficult relationships from other parties which arise out of case management, reporting difficulties and seeking support to manage as required.
- Follow process set out by the Department of Health, Clinical Commissioning Group and Local Authority and other relevant bodies, to ensure comprehensive clinical advice, assessment, case management, review and follow up.
- To recommend, plan, and procure safe and appropriate complex specialist care packages based on individual's needs OUTCOMES rather than needs
- To ensure effective care management within the local system
- To assist the CCG and Local Authority with jointly funded packages.

- To ensure any safeguarding or examples of poor-quality care are appropriately reported and followed through.
- To participate in arranging emergency placements should the need arise.

5. Service Management

- Ensuring effective caseload management in place
- Be able to lead the MDT approach for complex CYP in line with national frameworks i.e., Transforming Care and Children's Continuing Care.
- Take a leadership role in Care Education and Treatment Reviews and Local Emergency Area Protocols meetings
- Provide professional oversight for the Keyworker Support Staff within the team
- To provide specialist advice to teach, train, supervise, support and consult to members of other staff groups on psychological therapies theory and practice as appropriate.
- To receive regular supervision (clinical / professional) in accordance with good practice guidelines and NHS Trust policy and participate in CPD and other training activities keeping abreast with relevant research and national guidance.
- To be accountable for own professional actions and work within professional ethics and NHS Trust policies.
- Identify training needs and recommending appropriate training courses in accordance with core competency requirements and the requirements of CPD, and NHS Trust policy.

6. Staff Management

- Forge close positive working relationships to support an effective matrix approach to achieve objectives. To participate in ongoing professional development and supervision, ensuring they maintain the requirements of professional code of conduct.
- To ensure that appropriate recruitment, selection, and performance management of staff takes place. To ensure appropriate usage of temporary staff and management of cost.
- To ensure strategies and processes are in place for the management of sickness absence within agreed targets and ensure accurate records are kept in relevant service areas.

7. Policy and Service Development

- To follow local policies, procedures and guidance at all times.
- To have up-to-date knowledge and the ability to research and update oneself on a wide range of medical conditions.
- Understand policies that affect delivery of care, such as Children Act 1989/2004; Children and Family Act 2014; Care Act 2014; Working Together to Safeguard Children, Mental Health Act 1983.
- Observe risk, are aware of governance arrangements and work within this when carrying out duties on behalf of the Trust

8. Planning and Organisation

- Contribute to the strategic planning of services, identifying interdependencies across services, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary.
- Contribute to evaluation of the keyworker scheme, evidencing and achieving quality

DATA PROTECTION & CONFIDENTIALITY:

- All staff are required to respect the confidentiality of all matters that they may learn relating to their employment, other members of staff and to the public.

- All staff are expected to adhere to the regulations regarding the Data Protection Act 2018 and ensure that information is stored correctly.

SAFEGUARDING:

- Autism Bedfordshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults in its care. The post holder is required to be the named officer for caseload they are overseeing and attend relevant training.
- Report and share any safeguarding concerns immediately to the Autism Bedfordshire Designated Safeguarding Officer
- To ensure that this is achieved we expect all employees to share this commitment and staff working with these vulnerable groups will be recruited and selected in line with safer recruitment policies and practises including the completion of an Enhanced DBS check.

HEALTH & SAFETY:

- Employees have a legal responsibility not to endanger themselves, fellow employees or the families they are supporting and should adhere to relevant policies at all times
- Risk Assessment should be carried out, signed off and shared with other in advance of any visits or community support taking place with C&YP and their families.

EQUAL OPPORTUNITIES AND DIVERSITY:

Autism Bedfordshire is an equal opportunities employer. The aims of the equal opportunities policy are to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, gender, sexual orientation, marital status, age, religion or any disability nor disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Person Specification – Key Worker

Listed below are the requirements of the job in terms of what the candidate will need to offer to be able to perform the job in the first instance. The cross (X) indicates whether these requirements are essential or desirable.

Skills and Experience	Essential	Desirable
Excellent organisational skills and ability to keep records	X	
Excellent communication skills	X	
Good written and presentation skills	X	
Listening/Counselling skills and advocacy	X	
Ability to multi-task, including planning and prioritising	X	
Competent IT Skills	X	
Leadership and Management	X	
Commitment to Equal Opportunities	X	
Ability to work independently	X	
Self-Motivating	X	
Ability to cope under pressure	X	
Excellent interpersonal skills and ability to network	X	

Work Experience	Essential	Desirable
At least 2 years' experience working with children and young people with Mental Health conditions	X	
At least 1 years' leadership experience	X	

Experience of supervising and line managing	X	
Multi-disciplinary/multi-agency working	X	

Knowledge	Essential	Desirable
Autism (across the spectrum)/SEN/Disability	X	
The role of the voluntary and Statutory sector		X
NHS Systems & Transforming Care criteria		X
Willingness to undergo specific training to support individual complex needs	X	

Qualifications & Training	Essential	Desirable
Relevant mental health qualification (e.g., Psychology)		X
Management Qualification		X
Designated Safeguarding Lead Training		X

Additional requirements	Essential	Desirable
Willingness to work flexible hours with agreed evenings/ weekend work	X	
Car owner/driver	X	
Willingness to undertake a DBS check	X	
Fully vaccinated against Covid-19	X	