

GLASGOW ASSOCIATION FOR MENTAL HEALTH

Job Description

POST: CDRS Co-ordinators OOHs

ACCOUNTABLE TO: CDRS OOHs Project Leader

REPORTS TO: CDRS Service Manager

BACKGROUND:

Glasgow Association for Mental Health is a growing and dynamic organization and one of the principle providers of community mental health services in Greater Glasgow. In addition to our day time services we have been commissioned by Glasgow City Health and Social Care Partnership to deliver an 'Out of Hours' **Compassionate Distress Response Service**. This work was developed as part of the NHSGGC Multiagency Distress Collaborative with the aim of providing a more appropriate response to people in distress who do not require a medical or specialist psychiatric assessment. The service will be available to adults 16+, who at the time of their distress are currently within the geographical area of Glasgow City HSCP.

The service will operate on a referral basis only from statutory services i.e. Mental Health Assessment Units, Police Scotland, British Transport Police, Scottish Ambulance Service, GP Out of Hours, Emergency Departments within QEUH and GRI, Adult Mental Health Liaison services, Emergency Social Work, U-CAMHS.

It is hoped that the Compassionate Distress Response Service can contribute to the reduction of inappropriate and repeat presentation to unscheduled care for non-medical related crisis.

The services will be operate from our GAMH Head Office at St Andrews by the Green, operating 7 days per week, from 4.45pm – 2.00 am and will provide: i) telephone contact, ii) face to face contact at GAMH Head Office and, iii) outreach function.

PURPOSE AND ROLE:

You will work alongside the Project Leader, the other coordinator & team members to ensure that the practice is delivered in accordance with the contractual agreement, and is **compassionate**, consistent, safe and effective.

You will ensure clear and transparent information is provided from referrers to ensure only appropriate referrals are made to the service.

You will support the management of referrals into CDRS, following initial triage conversations and risk assessment.

Specific Responsibilities

You will support the delivery of; telephone support, face to face support (within GAMH premises) and outreach support where appropriate.

You will ensure all risk assessments, safety planning, escalations processes, adult and child protection procedures are in place.

You will ensure notes, data entry and discharges are up to date and completed appropriately- ensuring your own, your team members and service users' safety whilst using and leaving the service.

You will also participate in information sharing sessions, meeting and events related to CDRS.

You will communicate any issues to your Project Leader or Service Manager (where appropriate)

Outreach Visits

In some situations you may have to travel within the service area and support the travel and transportation of individuals in accordance with their support needs.

Workload Management & Planning

You will be able to respond efficiently and professionally to referrals made and allocate to your team accordingly.

You will help to resolve challenging situations promptly and raise issues appropriately using the correct processes and procedures.

You will keep up to date with any correspondence from management and adapt practice in line with any changes and developments.

You will be responsible for handover and communication with the other CDRS team where appropriate.

Information Gathering, Monitoring and Evaluation

You will be responsible for accurate record keeping, administrative and information/data processing tasks and ensure that they are processed to the required standards at all times, contributing to service monitoring, evaluation and quality assurance requirements.

You will help prepare reports for and participate in service user/stakeholders reviews as and when required.

Training, Supervision and Support

You will provide supervision & support to DRWS ensuring that any issues raised are addressed ensuring safety of service and wellbeing of staff.

You will participate in training, induction and Preparation for Practice as necessary to carry out the functions of the post. You will ensure all staff members follow this process also.

You will support your team on a day-to-day basis providing guidance and direction where appropriate.

You will carry out scheduled team meetings to ensure that effective communication is embedded within the services and allows the flow of information within the service and with relevant others.

You will adapt a creative, problem solving, solution focussed approach, and use learning sets to reinforce key issues and facilitate shared learning within and across the two teams.

Policies, Procedures, Contractual Agreement

You will ensure practice is within our contractual obligations and meets appropriate codes of professional conduct.

You will have sound knowledge of relevant policies and procedures how they impact on service users, ensuring all safeguarding, health and safety and risk concerns are appropriately reported and recorded.

All employees are required to observe the strictest confidence with regard to service user's information that they may have access to, or accidentally gain knowledge of, in the course of their duties.

All employees must adhere to GDPR, which provides guidance on the use and disclosure of information.

You will have a strong commitment to good practice and utilise resources appropriately.

Safe Guarding

You will contribute to the development of systems to manage risk to self, others and team members.

You will develop with the team working practices which ensure participation of all team members and encourage positive, effective and safe practice.

You will promote the protection of individuals using the service, ensuring that you and the team members can access and understand information about the legal and organisational requirements for the protection of adults and children.

You will maintain and monitor compliance with legislative, regulatory, registration and inspection requirements that support the safeguarding of individuals from harm or abuse

Health and Safety

You will maintain and monitor compliance with health and safety and security requirements

You will ensure that others are aware of the legal and work settings policies, procedures and practices required for health, safety and security relating to their work.

(GDPR)General Data Protection Regulations

GAMH complies with all aspects of data protection and takes seriously its duties, and the duties of its employees, under the General Data Protection Regulation 2016.

The GDPR (2016) applies to personal information that is "processed". This includes obtaining personal information, retaining and using it, allowing it to be accessed, disclosing it and, finally, disposing of it.

You will be expected to adhere to the organisations Data Protection and Data Management Policy.

You will ensure that records and reports are stored and shared within confidentiality agreements and according to legal, work setting and other agency agreements and requirements

You will ensure that records and reports are accurate, concise, objective, understandable and legible.

Working Hours

To work a shift rota as agreed with the Project Leader and service needs.

Other Duties

You will carry out other duties and responsibilities consistent with the post as directed by the Service Manager and Contract Management.

You will take responsibility for your own continuous personal development (CPD) and practice by attending appropriate and relevant training as authorised by your line manager.

