



Job Description

Job Title:	Hospital Link Worker
Job Grade:	A3
Reports to:	Community Diversion Service Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS with Child and Adult barring & NPPV level 2
Key stakeholders:	Service users, multi-disciplinary team members, NHS staff, family members, Service Managers, Area Managers.

Workplace values

The post holder will be expected to live our workplace values which are:

- Honest: we are open and realistic, building trusted relationships in which we challenge, collaborate and change.
- Committed: we are passionate about being the best that we can be, and we do this by keeping people at the heart of everything that we do.
- Inventive: we are ambitious, drawing together skills and resources to innovate and adapt in determined pursuit of our mission.

Job Purpose

To work with individuals up to 25 years who come into contact with Newcastle RVI hospital and Sunderland Royal Hospital in relation to an increase in vulnerability and/or risk-taking behaviour linked to serious violent crime.



Job Description

Key accountabilities:

1.	Work within Newcastle RVI or Sunderland Royal Hospital, and the local community to manage a caseload of service users both short and longer term, who have been allocated by the Service Manager.
2.	Form strong professional relationships with the hospital emergency department teams and work closely with them to identify service users who may benefit from the service.
3.	Ensure the service is well known, visible and accessible to hospital staff and potential service users.
4.	Complete high quality person-centred assessments, including liaising with family members, significant others and professionals/ agencies as appropriate, and develop person-centred support plans to identify how individual service user needs will be met, and how they will achieve sustained outcomes.
5.	Complete and review robust Risk Assessment and Management plans identify risk levels and factors as well as strengths and assets that can support individuals to reduce risk.
6.	Undertake sign posting and referrals to all community and voluntary support services.
7.	Record case notes, input information onto the database promptly and maintain other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery.
8.	Use person-centred practice within day-to-day interactions including specific tools and techniques which support those with complex needs, ensuring that our practice reflects that people are truly listened to and are kept at the heart of all decision-making.
9.	Build a therapeutic and trusting relationship with the service user and use active strategies to facilitate change, including communicating empathy, developing relationships, identifying different types of support, and reducing conflict.
10.	Use locality-based working and be flexible across the relevant police command areas for face to face delivery and remote delivery where appropriate, utilising resources and tools to



Job Description

	support remote engagement. This may include evening and weekend working to meet service user needs.
11.	Work effectively with partners and stakeholders to ensure the right interventions are offered in the right way at the right time to maximise engagement and outcomes.
12.	Where there is a need, you will use a Whole family approach to strengthen positive and healthy relationship and provide wrap around support to children, young people and families using evidence-based approaches, tools and techniques.
13.	Work closely with appropriate agencies and identified support mechanisms, to co-develop strengths-based and needs-led exit strategies to empower service users to successfully leave the service.
14.	Identify and prevent potential harm to Young People and others by following local and organisational safeguarding guidelines, including referral to and engagement with relevant safeguarding authorities.
15.	As a team and alongside management, achieve key performance indicators for the service.
16.	Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.
17.	Undertake continuing professional development including participating in supervision, performance reviews and attending training as/when required.
18.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
19.	Keep abreast of policy and professional development within your area of professional expertise.



Job Description

20.

To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



Person Specification

Technical/ Professional Qualifications	Essential or Desirable
Level 3 Diploma or working towards Youth Work Practice, or equivalent work experience with Children and Young People	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	D
Well-developed oral and written communication skills including report writing.	E
Ability to adapt working practice to needs of service users	E
Knowledge/ Previous Experience	Essential or Desirable
Experience of, and ability to, manage a caseload of service users	E
Ability to work with adults who have multiple needs and those who are vulnerable.	E
Experience of completing service user assessments including comprehensive risk assessments and support plans.	D
Knowledge and understanding of safeguarding issues for children and vulnerable adults.	E
Understanding of and ability to implement and monitor risk assessments.	E
Experience of multi-agency working with a wide range of external partners.	D



Person Specification

Experience and/or understanding of maintaining confidentiality and working within professional boundaries.		E
Competencies		
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.	
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.	
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.	
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.	
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.	
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.	
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.	