



High Intensity User (HIU) Service
HIU Wellbeing Support Officer
Job Description

Salary:	£29,000 plus contributory pension
Hours:	35 per week – with flexible working to meet the needs of clients
Responsible to:	HIU Service Manager
Employed by:	Harlington Hospice
Based:	Harlington Hospice, Mount Vernon Hospital, Gate 3, Northwood HA6 2RN.

Main purpose of the post:

The post holder will:

- Manage a caseload of High Intensity clients through direct contact and seek to appropriately reduce the number of; emergency/non-elective admissions to Hospital, A&E, Ambulance call outs, GP appointments, calls to 111 and unscheduled care interactions through person-centred floating support work.
- Manage and engage a caseload of High Intensity clients with a wide range of support needs including but not limited to; anxiety, addiction, self-harm, learning disabilities, homelessness, mental health, domestic abuse, offending and ex-offending, debt, unemployment, and chaotic lifestyles.
- Support clients to access relevant agencies and services, such as GPs, CMHT (Community Mental Health Team), Addictions Agencies and Adult Social Care for relevant treatment (physical, mental, and psychological).
- Advocate for clients and provide moral support at appointments, Court Hearings and Professional Case Meetings/MDTs.

- Be aware of Safeguarding and Risk and report all issues to the relevant statutory agencies / service manager, along with recording all client contact onto the Systemone Database.

Post Summary

Health Coaching and Motivational Interviewing:

- 1.0 To manage a caseload of clients with complex medical-social needs who are high/frequent users of A&E and other services as identified at the MDT; operate within agreed service guidelines; including face to face contact with clients in a varying setting and undertake outcome measurement assessments using MyCaw assessment and other relevant tools.
- 2.0 Work with clients in the community who have been identified as high/frequent users of A&E and other services as needing intensive floating and emotional support work to improve wellbeing, increase self-management and reduce inappropriate use of health services and non-elective admissions.
- 3.0 To tailor interventions through goal setting and individualised action plans for clients, breaking down their issues (Debt, Poor Housing, Benefit issues, etc.) and liaising with appropriate services and professionals. Where appropriate and when resource is available, purchase basic items (food, clothing – keeping receipts) for clients and make relevant referrals onto other services (Foodbank, etc.) for more ongoing support.
- 4.0 To support/accompany clients to attend scheduled appointments (CMHT, Probation, Hospital, Addictions, etc), advocate on their behalf where appropriate and engage with relevant services, follow up on referrals made and provide a single point of contact to support clients to navigate the health and care system.
- 5.0 To attend weekly MDTs (Multi-Disciplinary Meetings) with A&E, Police, Housing, Mental health Services, London Ambulance, Addictions and Adult Social Care

to update on client cases and gain important case information to inform ongoing work with clients.

- 6.0 To move clients away from being passive recipients of care to a collaborative relationship where they are active partners in their own physical and mental health and wellbeing.
- 7.0 Update client interventions and medical records as required including but not limited to Systmone, EMIS.
- 8.0 Responsibility for developing skills and knowledge with relevant training courses and attend monthly Supervision with Line Manager and attend Complex Case Meetings.

Operation and development of the service:

- 9.0 Work with HIU Service Manager, Coordinator, A&E and GP Clinical Leads and Service management to identify opportunities to develop and grow the service.

General:

- 10.0 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 11.0 To attend management meetings, away days and other similar events.
- 12.0 To ensure all activities are carried out in harmony with Harlington Hospice's vision and within the spirit of its equal opportunities policy and to abide by the policies of Harlington Hospice.
- 13.0 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, data recording, reporting, e-mailing and internet research.
- 14.0 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.

- 15.0 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 16.0 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an exhaustive list of all the duties required.

Knowledge, Skills and Experience Required

Essential
At least 1 years' experience of working with people who have complex and challenging behaviour (Mental Health, Addiction, Learning Disabilities, etc) either paid or voluntary
An understanding of the process of teamwork and a commitment and ability to work in a team
Willingness to work flexibly (evening telephone calls)
Ability to provide a practical and common-sense approach to everyday issues and problems, finding creative and innovative solutions while being clear on boundaries
Experience of person-centred planning and utilising a person-centred approach to service delivery
Behavioural characteristics to include empathy, compassion, patience and emotional robustness and intelligence
Excellent communication skills, both verbal and written (1:1 and presentation)
Numerate and literate, able to provide written and numerical reports as required
Strong IT skills (Microsoft Suite, internet: research, email & social media)
Experience of working within Confidentiality and Data Protection protocols
Live within a commutable distance of the London Borough of Hillingdon

Desirable
Qualification/Training in Counselling, Social Work, Addiction, Probation or Health & Social Care
Full Driving License and access to a car
Has, or can show capacity to develop, a good knowledge of local services (Hillingdon and surrounding environs)
Working with GP's, Social workers, commissioners and external agencies
Involvement in developing, assessing, reviewing and monitoring support packages

Guidance for Completing our Application Form

All applicants must clearly demonstrate that they meet all of the essential criteria at initial application stage on the application form.

We assess both essential and desirable skills through your responses on the application form and during presentation and interview. Since the role involves considerable inter-personal work with beneficiaries and organisations we weight our scoring of your interview: application in a 70:30 ratio.

Harlington Hospice scores all application forms. All personal details are removed before panel screening. A score of 0-3 is given for essential criteria. A score of 1-2 is given for desirable criteria. We will select the highest scoring applicants for interview all of whom must have met the essential criteria. We will also interview any disabled applicants applying under the Guaranteed Interview Scheme who meet all of the essential criteria.