

**Pathways Worker Job Description**

**Job Purpose:** The key purpose of this post is to contribute to the achievement of the objectives of the service, within Together’s policies and practices. These duties are to be carried out in the context of Together’s value system and in compliance with the best of professional care practice and as outlined in the relevant code of conduct.

The post-holder will help provide a recovery-focused support service to individuals experiencing mental distress that are placing demand on and frequently calling emergency services (police, ambulance, fire, GPs, A&E) to reduce the numbers of first time entrants to the criminal justice system; reduce overuse of emergency services; reduce risks of suicide and self-harm; and increase positive engagement with communities, peers and family, and agencies (e.g. mental health, substance misuse, housing).

The post-holder will engage individuals coming into contact with emergency services possibly involved in Section 136, public order and antisocial behavioural offences. Working with the Forensic Mental Health Practitioner to facilitate pathways into community services and resources; strengthen internal (coping and relating) and external formal and informal support networks (family, friends, mental health teams, colleges, drug and alcohol services); liaise with statutory and voluntary sector professionals; support individuals to access services based on informed risk understandings; engage individuals with complex needs, using a person-centred approach to improve engagement and promote reliable, timely and positive outcomes.

**Accountability and Supervision:** The pathways worker will report to the Project Co-Ordinator.

#### Main Duties and Responsibilities

* Based on the FMHP’s assessment, work within robust risk assessments and structured recovery support plans (identifying goals & aspirations and detailing activities and interventions) to address drivers behind the individual’s contact with the police and/or emergency services (housing, debt, loneliness, poor coping skills, family relationships, employment, training and education, lifestyle and associates, positive identity).
* Support individuals to achieve their self-identified goals and aspirations through individual key work, targeted recovery outcome-focused interventions and person-centred planning.
* Organise key worker sessions with individual clients based on individual need (up to 4 hours a week). These sessions will map and strengthen internal and external sources of support, locating and strengthening resilience, responsibility-taking and reflectiveness.
* Be responsible and resilient in the face of challenging behaviour and individuals who may be in crisis; disclose and discuss risks responsibly and acknowledge areas of limitation; liaise with all linked professionals responsibly (such as the antisocial behaviour hub, Safer Neighbourhoods Teams, mental health assessment teams, street triage, GPs); and maintain a high standard of written records.
* Broker specialised interventions like CBT, input from substance abuse teams and forensic services and build and maintain excellent and effective working relationships with key agencies through attending CPAs and joint working meetings, email, phone and most importantly face-to-face meetings.
* Support service users to avoid misuse and overdependence on emergency services by:
* Helping them maintain and develop their skill base, (re)gain general IT skills, including providing particular support with CV writing, online applications, attending courses and work placements in order to boost confidence, self-belief and the possibility of gaining some structured activity.
* Supporting individuals with regard to stable and suitable housing.
* Actively engaging family/carers and wider networks according to the wishes of the service user.
* Providing advice on benefits, tenancy rights or signposting when necessary.
* Supporting service users to map and strengthen their confidence in resilience, resourcefulness and responsibility-taking, and increase skills in assertiveness and negotiation, self-awareness, social skills, communication, problem-solving, relaxation, relationship-management, or other identified psychosocial skills deficits.
* Be a positive influence and member of the team, acting responsibly and calmly, being receptive to feedback, and constructive in approach. Actively seek to develop your own abilities to enhance team performance.
* Work in a way that ensures the service is delivered in compliance with relevant legislation, Together’s values, policies and practices and contractual requirements.

**Support People who use the Service**

* Assess and support people who are experiencing mental distress and are using emergency services.
* Encourage individuals to identify the three hardest things in their life and support them towards resolving or overcoming these problems.
* Enable individuals to find out about and use appropriate services and facilities, signposting and brokering relationships with relevant services.
* Promote people’s equality, diversity and rights.
* Promote the needs and rights of individuals with complex needs in a range of settings including those experiencing mental distress, people with a diagnosis of personality disorder and people who misuse substances.

**Maintain positive working relationships with external agencies**

* Develop and sustain effective working relationships with staff in other agencies.
* Assist in the follow-up care of service users by liaising with appropriate services to reduce the need for emergency service intervention.
* Contribute to the development and promotion of Together and the service by attending relevant forums, developing a significant understanding of Together and its value system to ensure that you are able to present Together in a positive light.
* Advise the statutory agencies about the needs of individuals in mental distress accessing and using emergency services.

**Contribute to Team Work**

* Contribute to the development and effectiveness of the Pathways team
* Develop your own abilities to enhance work performance and attend training courses as necessary.

**Confidentiality**

* Information relating to service users must be treated in the strictest confidence and discussed only within the project with the appropriate members of staff or with named individuals with the service user’s consent.
* Information relating to staff must be treated in the strictest confidence and discussed only with other senior staff or line manager.

N.B. This list is not exhaustive and amendments and additions may be required in line with future policy changes.

**Equal Opportunities Statement**

We acknowledge the unique contribution that all Together employees and service users can bring to the work of the projects and the organisation in terms of their culture, race, gender, sexual orientation, gender reassignment, marital status, nationality, age, religion or belief and any physical disability or history of mental health or additional problems.

All appointments and promotions are based on merit and no job applicant or employee will be treated unfairly or discriminated against. All staff have equal access to staff development.

Full details may be found in the Human Resources Policy and Procedure Manual. Any member of staff who breaches this policy may be subject of grievance and/or disciplinary procedures.



## York Pathways Worker

## Person Specification

In addressing each of these criteria, candidates must evidence their statements - it is not sufficient to state that you possess the competence

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|  | **Short-listing criteria** | **Essential** | **Desirable** |
|  | Previous experience of working with people who present with diverse risk and needs. Knowledge and experience of assessing and managing this risk, with support | ✓ |  |
| 1. 2 | An understanding of the needs and experiences of people with mental health problems and other complex needs as well as an understanding of how these issues could lead to contact with the criminal justice system or emergency services  alcohol misue | ✓ |  |
|  | A sound understanding of community mental health service provision and an ability to triage effectively and assertively into appropriate services and interventions | ✓ |  |
|  | Good interpersonal skills; able to build rapport and communicate with service users experiencing mental distress *and* professionals from a range of disciplines | ✓ |  |
| 1. 5 | Access to appropriate transport to enable effective access to services and service users that are geographically dispersed, i.e. car user |  | ✓ |
| 1. v | A basic understanding of psychological techniques and skills when working with this client group or the ability to learn | ✓ |  |
|  | Ability to manage own caseload | ✓ |  |
|  | Ability to prioritise workloads, use own initiative and work in an autonomous way when required as well as contribute to a team |  |  |
| 1. 8 | Understand the potential difficulties of working alone and how to manage them |  | ✓ |
| 1. 10 | Able to efficiently maintain appropriate records including good office and administrative skills and an ability to use word packages and write appropriate emails |  |  |