**Manchester Local Care Organisation**

**Role Profile**

**Approved Mental Health Professional, Grade 8**

**Emergency Duty Service, Adults’ Directorate
Reports to: Social Work Team Manager**

**Job Family: People Care & Support (Direct Provision)**

**Manchester Local Care Organisation**

Manchester Local Care Organisation (MLCO) has been established by the partners (Manchester City Council, Manchester University NHS Foundation Trust, Greater Manchester Mental Health Service NHS Trust and Manchester Primary Care Partnership) to integrate, plan and manage community health and social care across the City.  By working better together, we are bringing community health and social care services together in our 12 neighbourhoods to form integrated Neighbourhoods Teams (INTs). Our INTs will drive our collaborative approach, developing partnerships and building on existing community assets to facilitate improved delivery specific to each neighbourhood. We will be able to provide improved care closer to home and to support the people of Manchester to live healthier, more independent and fulfilling lives and be part of a thriving and supportive community. Your role is deployed into MLCO by your employer: Manchester City Council.

**Key Role Descriptors:**

The role holder will work to provide direct support for service users and their families in accordance with statutory responsibilities and local and national policies and procedures in order to secure positive outcomes for the customer.

The role holder will work with City Council colleagues, partner agencies and stakeholders to effectively manage and plan for present and future risk situations of service users.

The role holder will assess and plan person-centred packages to meet the individual needs of service users to promote their independence.

The role holder will supervise and develop students and trainees and actively contribute to the development of other staff.

**Key Role Accountabilities:**

Undertake a key role in cooperation with partners and stakeholders to ensure safeguarding processes and procedures are in place to protect individuals. Identify, challenge and develop solutions to any possible safeguarding risks for vulnerable residents of the city.

Work in conjunction with and provide consultation to partner agencies to deliver effective planning to ensure positive outcomes for vulnerable residents of Manchester. This will include representing the City Council at a range of meetings, proceedings and reviews as required.

Actively engage in team and service development including the promotion of innovative and new ideas and techniques to improve service performance and outcomes.

Efficiently prepare and produce high quality documentation and reports and contribute to effective data recording in accordance with statutory accountabilities and timescales to improve outcomes and the safeguarding of individuals.

Proactively establish, develop and maintain relationships with partner agencies and stakeholders to provide individuals with the opportunity to access suitable services which will assist them in achieving their agreed goals.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

The role holder will provide the City Council’s statutory emergency duty response outside of office hours, weekends and bank holidays in difficult and complex situations. The role holder will respond to adults in need of mental health assessment, safeguarding and social care emergency intervention.

The AMHP has the authority to apply for detention under the Mental Health Act and to agree to requests for Community Treatment Orders and Guardianship requests. For those trained as a Best Interest Assessor (BIAs), they can recommend a “deprivation of liberty” under the Mental Capacity Act.

The role holder will be responsible for the safe delivery of social care, ensuring the effective discharge of statutory responsibilities and the provision of a high quality standard of service. The role holder will manage safeguarding risk effectively, working within a multiagency environment to provide a professional social work service. Role holder will work in a holistic and person-centred way, ensuring customers and families remain central to the processes they are part of.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills** – Is able to effectively transfer key and complex information, adapting the style of communication as necessary and ensuring that this information is understood. Ability to communicate equally, appropriately and effectively with the widest range of individuals and groups across all sectors and levels of society.
* **Planning and Organising** – Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Ability to maintain focus and objectivity under various conditions and skill in managing and maintaining a multi-priority workload, progressing various ideas and plans concurrently.
* **Analytical Skills** – Demonstrate the ability to apply analytical and logical thinking to gathering and analysing information, designing and testing solutions to problems, and formulating plans. Application of strong analytical reasoning skills and intellectual People. Pride. Place. focus, taking in the wider external and internal environments.
* **Problem Solving and Decision Making** – Ability to react to immediate problems of a highly complex nature with associated risk factors and deliver immediate solutions sometimes under extreme pressure.
* **Creative Skills** - Uses creative ability to find solutions and whilst considering policy and procedure is also confident in adopting (and justifying) novel or non standard approaches.
* **ICT Skills** – Ability to use IT systems to retrieve, record and update information and willingness to learn to use new systems.

**Technical Requirements (Role Specific)**

* Professional Social Work qualification and to be registered with the HCPC.
* Must be qualified AMHP
* Post qualification experience, along with experience of working with complex cases.
* Willing to consent to and apply for an enhanced disclosure check.
* Must be able to work out of hours including weekends and Bank Holidays to ensure a 24/7 all year around service.