Role profile

**Approved Mental Health Professional Team Liaison Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adult Social Care |
| **Reports to** | AMHP Lead |
| **Job family** | Care and Welfare |
| **Grade**  | E |
| **Political restricted?** | N |
| **DBS required?** | Y – basic |
| **Date**  | May 2024 |
| **JE Code** | JE0611 |

Key deliverables

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| **1** | Providing and gathering health and social care related information to and from carers, professionals and service users. This information will relate to acute mental ill health, mental health crisis and social care emergencies and so will require the implementation of skills in communicating both sensitively and analytically in written and verbal formats. |
| **2** | Responsible for the evaluation, critical analysis and interpretation of complex and sensitive information, in order to assess and implement appropriate responses in relation to complex health and social needs and requirements, in accordance with national and local policies. To make independent, time limited, sensitive and complex decisions relating to interventions and care pathways for users of the service in relation to health and social needs. Responsible for recording information accurately on Council/ NHS systems to assess and evaluate customer circumstances and identify their needs through usual extensive knowledge of Council/ NHS processes and specialist services both locally and nationally. |
| **3** | To coordinate internal processes in liaison with mental health workers/social workers in relation to acute psychiatric crises, social care crises, Mental Health Act assessments, safeguarding and social care emergencies. Responsible for managing complex, sensitive situations requiring a multi-agency response in time limited circumstances. Handling of sensitive, confidential, complex information, liaising and coordination of external agencies through the analytical interpretation and evaluation of information, both qualitative and quantitative in its nature. Accurate documentation of such information in accordance with legislative frameworks in relation to data protection and local policy. |
| **4** | Through the undertaking of role specific training with registered professionals, in conjunction with the requirement to implement and utilise interpersonal skills, to provide emotional, psychological and solution focused interventions to encourage appropriate positive engagement and outcomes with Council / NHS services. |
| **5** | To be the first point of contact with outside agencies, carriers, relatives, police and housing, giving help and advice, recording information on Council databases, e.g., LAS, and passing to duty AMHP where appropriate for action to be taken. |
| **6** | To carry out all tasks with due regard for Council / NHS policies and procedures and to promote non-discriminatory practise in line with the principles of Equality, Diversity and Inclusion. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Demonstrable experience in administrative role. |
| **2** | Ability to provide a reassuring and supportive point of contact for families and carers supporting people in crisis. |
| **3** | Able to exercise judgement to achieve best outcomes for vulnerable people. |
| **4** | Strong interpersonal and organisational skills. |
| **5** | Ability to use IT systems to a high standard, possess excellent keyboard skills and be able to produce work to a high level of standard. |
| **6** | Capable of contributing to shared solutions to problems. |

Job family

**Business Administration (Grade E)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the city council by providing service users with front line help and information.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

**The knowledge and skills required**

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

**Thinking, planning and communication**

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other city council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision making and innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

**Areas of responsibility**

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

Roles will have direct financial responsibilities, but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

**Impacts and demands**

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.