

**ROCHDALE BOROUGH COUNCIL**  
**JOB DESCRIPTION**

**SERVICE:** ADULT CARE

**SECTION:** COMMUNITY RESTART TEAM

**LOCATION:** Primary location Greave House  
Secondary locations at CRT housing supported units and individual service user accommodations within the boundaries of RMBC

**JOB TITLE:** CASUAL REGISTER ASSISTANT OFFICER (MENTAL HEALTH)

**Grade:** 5

**Accountable to:** Community Restart Team Registered Manager & Team Leaders

**Accountable for:** Casual basis as and when needed to cover gaps in rota/sickness

**Hours of Duty:** Sleeping-in duty for which the appropriate allowance will be paid.

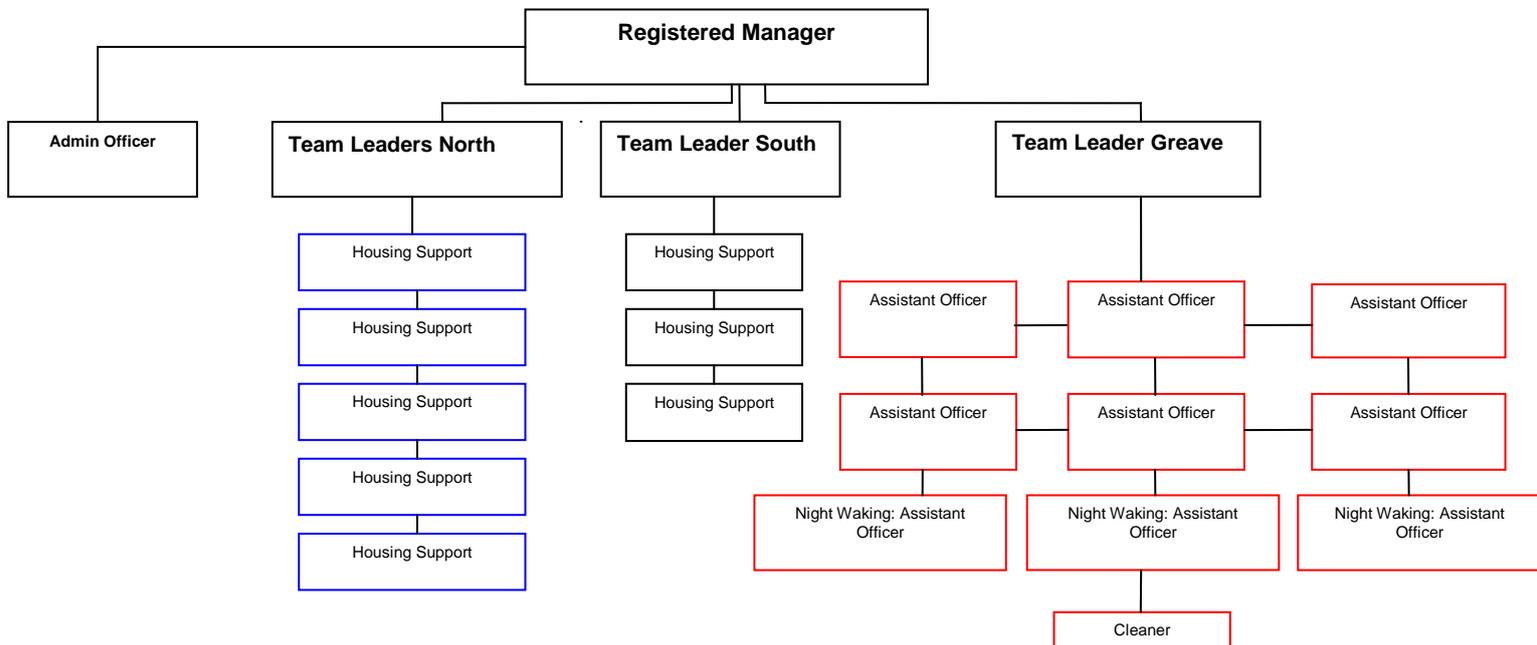
**Any Special Conditions of Service:**

The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.

Appointment to this post is subject to enhanced Disclosure and Barring Service and background checks

The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.

**Organisational Chart:**



## **PURPOSE AND OBJECTIVES OF THE JOB**

To be an integral member of the CRT staff team providing high quality person centred support to adults with mental illness who may also have other complex needs or who are experiencing crisis in our specialist mental health residential resource.

To provide an effective and outcome based service to Service users and their carers who reside either: in the residential unit, in supported accommodation schemes or in their own tenancies

To contribute to providing these services in accordance with RBC and Pennine NHS Foundation Trust policies and procedures.

## **Control of Resources**

### Personnel

### Financial

To assume financial responsibility, for petty cash, the collection of rents and other cash transactions relevant to the operation of the Service, in accordance with Rochdale Metropolitan Borough Council and Pennine Care NHS Foundation Trust Policies.

### Equipment/Materials

To be responsible for the efficient and effective use of equipment / materials within the service area in accordance with Rochdale Metropolitan Borough Council and Pennine Care NHS Foundation Trust Policies.

### **Health/Safety/Welfare**

To be responsible for Health, Safety and Welfare of self and colleagues in accordance with the Councils Health and Safety policies

### **Equality and Diversity**

To work in accordance with the Authority's Policy relating to the promotion of Equality and Diversity.

### **Training and Development**

The post holder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements in accordance with the Council's Performance Management Framework.

## **Relationships (Internal and External)**

### Internal:

Other RBC and Pennine Care NHS Foundation Trust staff including Rochdale Strategic and Rochdale Borough wide Housing and The Supporting People Team  
CRT Service users forum

### External:

Petrus and Associates involved in the Mental Health (Housing) Allocation Panel  
MIND Advocacy and other third sector providers  
Borough Wide User Forum  
Making Space Carers Services  
Housing Associations who are stakeholders in our services  
CQC  
PCT and Local Commissioners  
Private Contractors involved in the maintenance of CRT's environmental responsibilities  
General public e.g. relatives, carers, friends, service users in other services etc

## **Responsibilities**

The postholder must -

- (i) Perform his/her duties in accordance with Rochdale Council's and Pennine Care NHS Foundation Trust Equal Opportunities Policies.
- (ii) Ensure that Rochdale Council's and Pennine Care NHS Foundation Trust commitment to public service orientation and care of our customers is provided.
- (iii) Render regular and efficient service.
- (iv) Ensure that Rochdale Council's and Pennine Care NHS Foundation Trust Statutory requirements and policies are carried out efficiently, effectively, economically, safely and equitably.
- (v) Ensure with partner agencies that the service users directs the services they receive by offering a person centred and motivational approach which results in the best possible outcomes with regards to sustainable recovery for the individual.
- (vi) With colleagues and stakeholders work towards providing an inclusive and integrated service.

## **Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together

Be aware of and apply the Rochdale Way behaviours at all times.

## **Principal Duties**

### 1 ADMINISTRATION

- (a) To assist in the effective and efficient maintenance of service and financial records.
- (b) Responsible, in the absence of the Team Leader, for the notification of repairs required to the fabric of the buildings.
- (c) Under the guidance of Team Leaders, to be responsible for undertaking a range of administrative duties necessary to ensure the effective operation of the service.

### 2 STAFF

- (a) To be committed to personal growth and development as a member of the Community Restart Team, by participating in an individual development programme which includes planning and delivering of relevant / statutory training as well as offering opportunities for personal development.
- (b) Involvement in disciplinary/grievance procedures as necessary.
- (b) To take an active and enthused role in regular personal supervision and to offer / share personal experiences, expertise and learning to colleagues.
- (c) To attend regular staff meetings.

### 3 SERVICE USERS

- (a) As a team member contribute towards providing a service which is person centred and outcome focused and which is responsive to changing need.
- (b) As a team member to contribute in risk assessment, risk management and support planning.
- (c) As a team member contributes towards ensuring service users are aware of their rights to comment or complain about their services they receive and ensure any adult abuse is alerted in accordance with the councils 'no secrets' policy.
- (d) To contribute towards enabling meaningful service users involvement and management of CRT's business.
- (e) To provide support to service users, carers, friends and families as consented by the service users in accordance with policies and procedures.
- (h) To actively promote Community Restart Services within all local communities, regionally and nationally.
- (i) To be responsible, in the absence of Senior Officers, for the admission of people to Community Restart's Units and in accordance with admission policy and service agreements.
- (j) To assist service users with medication, in accordance with Rochdale Adult Care Policy and Pennine Care NHS Foundation Trust Policies.
- (k) To keep Senior Officers informed of events, incidents and problems arising and to respond appropriately in accordance with Rochdale Adult Care Policy and Pennine Care NHS Foundation Trust Policies.
- (l) To assist in the continuing process of devising establishing and implementing standards for practice and procedure which are sensitive to the multi cultural needs of the area.
- (m) To provide telephone support to service users experiencing distress and coordinate initial response and support requirement.
- (n) To coordinate admissions for service users referred during the night

### EVALUATION RESEARCH AND DEVELOPMENT

- (a) To assist with service users and other stakeholders in analysing and measuring the operations and outcomes of Community Restart Team by providing verbal and written evidence to the Management Team and Commissioners of CRT's performance.
- (b) To participate in all forums which have an influence on the well being of the individual service: service user groups, carer groups or those forums which can have a positive impact on the development of CRT's services?

To undertake such other duties and responsibilities of an equivalent nature as may be determined by the Director of Adult Care, Senior Management or Equivalent from time to time

in consultation with the postholder and if he/she so wishes with his/her Trade Union Representative.

Job Description prepared by	Phil Cooper	Date	January 2011
Service User Representatives	RF	Date	January 2011
Agreed by Postholder		Date	January 2011
Supervisor	Cath Smith	Date	January 2011

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Adult Care</b>	<b>Post:</b>	<b>Assistant Officer</b>
<b>Section :</b>	<b>Community Restart Team</b>	<b>Post Number :</b>	<b>ACLDMHCRTG02</b>
<b>Job Ref:</b>	<b>C16163 (internal only)</b>	<b>Grade:</b>	<b>5</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
<b>Filter Questions</b>		
<b>(a) Special Working Conditions</b>		
1 Are you committed to personal development and training?	E	AF and I
2 Are you willing to cover for colleagues' leave/absence and work boroughwide?	E	AF and I
3 Are you willing to work weekends, bank holidays and sleep ins?	E	AF and I
<b>(b) Qualifications and Experience</b>		
1 What experience of working with people with mental illness and/or complex mental health needs do you have?	E	AF and I
2 What experience of working with people whose behaviours can be challenging do you have?	E	AF and I
3 Do you have NVQ 3 (or equivalent) in Promoting Independence or Social Care?	E	AF and check at interview
4 Have you worked in a multi-cultural community? Please give details	E	AF and I
<b>(c) Skills and Knowledge</b>		
1 Please demonstrate your good communication skills both verbal and written	E	AF and I and A
2 What is your knowledge of mental ill health and its impact on individuals/families/carers		
3 What awareness of equal opportunities legislation do you have?	E	AF and I
4 What abilities do you have to work on your own initiative and if applicable please give examples?	E	AF and I
5 What abilities do you have to work as a member of a team?	E	AF and I
6 What risk assessment and risk management skills do you have?	E	AF and I
7 What is your knowledge of vulnerable adults policies and procedures?	E	AF and I
8 What IT and basic finance skills do you have?	E	AF and I
9 What outcome and recovery based practice and person centred and motivational practice do you have?	E	AF and I
10 What social inclusion and community networking do you	E	AF and I

	have?		
11	What knowledge do you have of Health & Safety	<b>E</b>	<b>AF and I</b>
12	What knowledge do you have of individual budgets?	<b>E</b>	<b>AF and I</b>
<b>(d) Behaviours and Values</b>			
1	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li>• Valuing our people</li> <li>• Focusing on customers</li> <li>• Acting with integrity</li> <li>• Using time and money wisely</li> <li>• Working together</li> <li>• Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	<b>E</b>	<b>AF/I</b>