



## Job Description

<b>Post:</b>	Collaboration and Activities Coordinator – OPD HASS
<b>Service:</b>	Offender Personality Disorder; Housing and Accommodation Support Service (OPD HASS)
<b>Location:</b>	Lewisham, Lambeth and Redbridge (across 3 sites). Regular travel across London will be required
<b>Reporting to:</b>	Service Manager
<b>Salary</b>	£29,000 per annum
<b>Hours/Shift Patterns/Rota</b>	37.5 hours per week. Occasional evening and weekend work may be required.

### SERVICE DETAILS

The Offender Personality Disorder (OPD) Pathway is a jointly commissioned and delivered pathway of services for people in criminal justice system who are deemed high risk, and likely to satisfy the diagnosis of 'personality disorder'. The joint responsibility is between NHS England and Her Majesty's Prison and Probation Service (HMPPS).

Housing and Accommodation Services (HASS) have been designed to support the OPD Pathway and Penrose OPD HASS will provide specialist housing and accommodation support to offenders meeting specific criteria, thereby facilitating their eventual move on to fully independent living in the community.

Penrose OPD HASS works with individuals that have been assessed as having a high risk of re-offending, in collaboration with other Pathway partners and the National Probation Service. Together we provide risk management, support treatment, therapies, delivery of and access to interventions, and a safe environment for residents to learn and exercise new skills.

The support Penrose provides is individually designed to support service users build and foster healthy relationships, modify cycles of behaviour, reduce the



risk of reoffending and to integrate them back into the community with a reduced reliance on local mental health resources.

Our OPD HASS high support accommodation is staffed 24 hour a day, 7 days per week and provides accommodation for 12 male residents across two sites, one based in Lewisham and one based in Redbridge, alongside a service for 4 female residents in Lambeth.

## **Purpose of Role**

The post holder will work as an vital member of the Offender Personality Disorder (OPD) Housing and Support Service.

Working with the OPD team and alongside other agencies within the OPD pathway and beyond, the Collaboration and Activities Coordinator will create, organise and develop a stimulating, engaging programme of activities across all 3 sites to address the challenges faced by our residents and support them on their journey towards independent living. You will engage local agencies in each Borough and ensure that a holistic package of interventions is available in each of premises and that they are delivered within an enabling environment.

The role will also take the lead in ensuring a smooth transition from our supported accommodation into independent living, by ensuring that every resident is equipped with both tools and a package of local support services at the point of move-on.

Working in collaboration with the National Probation Service and other partners within the OPD Pathway, the service will support both adult males and females who have recently been released from prison, secure health settings or who are moving on from Approved Premises. The service will deliver 1-1 support, as well as other key engagement activities, supporting residents to further develop their talents and self-belief whilst managing their mental health and wellbeing. You will support, inspire and motivate residents to develop the required skills to build confidence and move into safe, successful independent living within the community. You will provide robust



risk management, sharing information with probation and other partners to help keep our service users safe.

## KEY AREAS OF RESPONSIBILITIES

- Accountable for own professional practice in the delivery of care to service users with Personality Disorder and complex mental health conditions which may include challenging behaviours.
- To be compassionate in meeting the needs of service users, their carers and families.
- To promote at all times, a positive image of people with personality disorder, mental ill health and complex needs.
- To always promote a positive image of the service and Penrose.
- Provide and support multi-disciplinary training and development, particularly in relation to Psychologically Informed and Enabling Environments.
- Ensure that a therapeutic perspective is supported.
- To work with internal staff, Pathway and external partners, agencies and commissioners including HM Prison Service, National Probation Service, MAPPA and other community based supporting agencies to achieve the desired outcomes for the service user.
- To provide an Activities Coordination Service across three properties in Lambeth, Lewisham and Redbridge.
- To take a leadership role in the implementation of 'Enabling Environments' and Psychologically Informed Environment' (PIE) within the service.
- To lead on the development and delivery of the Well Being Hub for Women in Lambeth and hub spaces across other sites.
- To Coordinate internal and external activity opportunities
- To create a schedule of activities across all sites
- Achievement of KPI targets, outcomes and personal objectives.



- To plan and implement a range of therapeutic individual and group work, carry out functional assessments and contribute to multi-disciplinary team care planning and risk assessments.

## MAIN DUTIES AND RESPONSIBILITIES

### Service Focus

- To work directly with service users in providing a high-quality delivery of service using appropriate planning and monitoring tools.
- To ensure that the service users are empowered at every reasonable opportunity to make decisions and take control over their life and service, unless this is clearly detrimental to their well-being.
- To create an Enabling Environment so that the service users can move their life forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided.
- To be creative in involving the service users in meetings which ensures they remain at the centre of the discussion and make choices and decisions.
- To support service users to achieve their goals, in line with their support plan.
- As part of service users support plan, to liaise with external professionals, e.g. GP's, probation officer, Care Coordinators etc.
- To promote service users' rights and responsibilities, providing advice and information to service users and others, where appropriate.
- To recognise the indicators of deteriorating mental health, and to initiate discussion about strategies and appropriate interventions to address such deteriorations.
- To encourage service users to recognise, understand and begin to address factors which affect their wellbeing.
- To work in accordance with any service specification or contractual arrangements providing a flexible service which is responsive to individual needs.
- To regularly review resident needs, the programme of activities and levels of participation, in conjunction with Management.
- Maintain a portfolio of information, including the range of activities available on site and within the local community.



- Identify resident activity needs and wishes through assessment, observation and discussion.
- Explore the most appropriate methods and resources for meeting activity needs, including group events, individual sessions, involving internal and external sources and involving community based resources.
- Plan a varied programme of activity based around the needs of the resident group using the identified sources in conjunction with Management, the activities staff and other colleagues.
- Advertise the planned programme in an appropriate manner which encourages involvement of all residents, relatives and staff.
- Provide activities based on the planned programme in a flexible manner, allowing for necessary changes.

### **Therapeutic**

- To work with service users to identify relevant therapeutic activities as part of the overall care plan. Implementing, analysing and interpreting these activities in order to support successful move on to independent living.
- To plan and implement service user centred individual or group interventions, using graded activity to achieve therapeutic goals.
- To monitor, evaluate and modify support in order to measure progress and ensure effectiveness of intervention.
- To apply a good level of understanding of personality disorder and how male and female service users present and provide training and advice on lifestyle changes and adaptations to the service user's social and physical environment.
- To be actively involved in the move on process of the service user.
- To contribute to clinical discussion as part of a multidisciplinary team (MDT).

### **Supervisory/Professional Responsibility**

- Develop new interventions that enhance service users' skills development and social inclusion as well as provide support and leadership to Support staff.
- Provision of workshops and support with implementation plans of PIE and Enabling Environments



- Hold responsibility and accountability for their own actions, ensuring appropriate support and supervision is sought when required.
- Keep abreast of current developments in this field through reading, attendance at appropriate training courses.

### **Service Evaluation and Research**

- Support service evaluation and research.
- Develop proposals for research and service evaluation.
- Engage multiple stakeholders in project work including Service Users and/or carers.
- Develop and implement outcome monitoring with service manager and head of services.

### **Activities and Interventions**

- Lead on the delivery of a dynamic programme of activities and interventions for men and women affected with Personality Disorder
- Collaborate with the community team and partner agencies to create programmes aligned with users' goals, including activity-based closed group sessions to promote problem solving, self-expression, anxiety management, anger management, and relaxation techniques.
- Organise theme events as required, based on local holidays, traditions, etc.
- Organise outings as appropriate, giving consideration to safety needs and staffing requirements.
- Work with the team as well as partners within the OPD Pathway to identify opportunities to use the resource rooms and garden areas for activities such as:
  - ICT
  - Employment workshops
  - Tenancy Sustainment
  - Benefits advice and guidance
  - Talking therapies



- Yoga and exercise
- Art and Music Therapy
- Peer support groups
- Social Enterprise Projects e.g. Bicycle Maintenance
- Welcome meal or leaving parties for residents
- Gardening and Horticultural Therapies
- Community events e.g. Summer BBQ

### **Confidentiality**

Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Penrose Disciplinary Policy.

### **Support and Resettlement**

- To have knowledge and understanding of Risk Management in a criminal justice environment and how formulations contribute to stabilisation and resettlement in the community.
- To be involved in or deliver group sessions which complement those delivered by the Community Psychological Treatment Service.
- Deliver 1-1 interventions as required.
- To support facilitation of internal group interventions.
- Constantly ensure there is genuine engagement with the service users using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration.
- Encourage service users to participate in the running and development of Projects / Social Enterprise initiatives, training interventions, volunteering or work experience within Penrose.
- Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs.



- To positively respond to service users who may need assistance, seeking the support of the appropriate manager if necessary, in emergencies.
- Deal with any disputes or emergencies.
- Ensure that at all times work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times.

### **Liaison with Agencies and Local Community**

- To act as a public representative of the Service, ensuring good community relations are always maintained.
- Develop and maintain good community relationships within the locality particularly direct neighbours and other interested parties.
- Liaise with other agencies ensuring that access to services is maintained and that information is accurately and promptly communicated to other relevant professionals and carers as directed and agreed.
- Maintain good working relationships with Probation Staff, Care Coordinators, Community Psychological Treatment Service and all other professionals involved in service users care plan.
- Attendance at professional and other meetings as required
- Identify and Source resources in the community available for residents access

### **Administration**

- To undertake administrative tasks as part of regular duties ensuring that these are completed accurately and in a timely manner.
- Reporting of incidents as per Penrose policies and procedures.
- To complete reports (either electronically or written), including service user's support plans, case notes and other documentation for managers, members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure
- To input and extract information from computerised packages, service user monitoring system, and other database systems.



- Any other general administrative tasks to be completed ad hoc as requested by the management team.
- Attend and participate in staff meetings.
- When requested to provide guidance and support to relevant workers, such as volunteers, students, etc, in line with the relevant policy and procedure.
- Maintain records of residents participation and activity evaluations.

### **Teamwork**

- To work as an effective part of the team in ensuring that Service Users receive a high quality and responsive service.
- To use a variety of means of communication effectively.
- To ensure that any matter of concern relating to any of the Service Users is immediately notified to a manager.
- To be involved in team building and planning processes and ensure that any designated responsibilities arising from any action plans are undertaken as required.
- To be proactive in adhering to all health and safety requirements and reporting any matters of concern immediately to a manager.
- To ensure all administrative, recording and reporting requirements are undertaken in an appropriate and timely way.

### **Health & Safety and the Environment**

- Promote and encourage best practice in HSE.
- To assist the staff team in managing security and safety, health & safety, maintenance.
- 
- Take individual responsibility for all people working, living or visiting the service, especially in response to emergencies.
- Ensure you are fully conversant with all aspects of the H&S Policy, Hygiene, Fire Alarm and related policies and procedures dealing with emergencies.
- Report any H&S concerns to management at the earliest opportunity.
- Carry out regular checks in the service including communal areas.



- Ensure the service is kept clean and taking appropriate action to maintain the condition of the building.
- Ensure the service is secure by regular patrols and monitoring of external doors, windows and access in and out of the building.
- Carrying out service user room checks as necessary.
- Monitoring and reporting on the communal environment, including local service user phone calls where identified, and taking appropriate action.
- Collection and deliveries of goods and storing of light goods as required.
- Where necessary, to effectively participate in the on-call system as required by individual services.
- CCTV monitoring where and when required
- To prompt, support and assist residents to maintain a reasonably tidy living environment.

### **Health and Safety**

In addition to the above listed health and safety tasks, the post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Penrose Health & Safety Policy, to include:

- Using personal security systems within the workplace according to service guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

- 

### **Authorities**

Signing documents in conformity with the Authorisation Policy.



## **Confidentiality**

Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Penrose Disciplinary Policy.

## **Equal Opportunities**

- Ensure consistent and effective implementation of Equal Opportunities & Diversity policy and procedures
- Positively promote an environment which respects and values the diversity of both staff and service users

## **Personal/Professional Development**

The post-holder will participate in Supervision, Reflective Practice and any training programme implemented by the service as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.



## **Quality**

The post-holder will strive to maintain quality within the service, and will:

- Ensure any data/information prepared for either internal or external analysis is 'fit for purpose' i.e. that it is accurate, valid, reliable, timely, relevant and complete.
- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Work effectively with individuals in other agencies to meet service user needs.
- Effectively manage own time, workload and resources.

## **Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users, friends, family and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

## **Policies and Procedures**

The post holder is required to abide by all policies and procedures of Penrose and the Social Interest Group.



### Other Responsibilities and Duties as Required

- Attend training as requested
- Share best practice and provide guidance to colleagues where necessary.
- Expectation to provide cover if required
- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed in line with the expectations of the position.

**This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.**

*Please note that this job description is subject to change (following consultation) depending on the needs of the organisation.*

### Person Specification

Qualifications and Experience	Rating	Application Form	Interview
Experience of coordinating and/or delivering activities and interventions to vulnerable people.	Essential	✓	✓
Experience of Research and Development	Desirable	✓	✓



Experience of quality and service improvement evaluation	Essential	✓	✓
Experience of working with Personality Disorder	Essential	✓	✓
Experience of working with complex needs and challenging behaviour	Essential	✓	✓
Experience of managing a hub or community advice/guidance service	Desirable	✓	
Experience of joint working with statutory, voluntary and private sector agencies	Essential	✓	
<b>Knowledge</b>	<b>Rating</b>	<b>Application Form</b>	<b>Interview</b>
Evidence - based practice and training relevant to the role	Essential	✓	✓
Knowledge of risk assessment and risk management	Essential	✓	✓
Knowledge of legislation in relation to the service user group and mental health	Essential	✓	✓
Knowledge of audit and research methodology	Essential	✓	✓
Knowledge of Social Inclusion agenda	Essential	✓	✓
Knowledge of Psychologically Informed Environment & EE Frameworks	Essential	✓	✓



Skills and Abilities	Rating	Application Form	Interview
Must be able to communicate highly complex and highly sensitive information effectively, to a wide range of people	Essential	✓	✓
Must be able coordinate activities that supports Women with Personality Disorder	Essential	✓	✓
Ability to work single handed with individual/groups within a community setting	Essential	✓	✓
Ability to work as part of a team and understand team dynamics	Essential	✓	✓
Effective time management	Essential	✓	✓
Group work skills	Essential	✓	✓
Computer literacy	Essential	✓	✓
Ability to manage own workload and determine priorities	Essential	✓	✓
Effective written and verbal communication skills	Essential	✓	✓
Ability to reflect and critically appraise own performance	Essential	✓	✓
Able to manage emotionally challenging and distressing situations with a potentially volatile service user group	Essential	✓	✓



Personal Attributes	Rating	Application Form	Interview
Able to work in accordance with Penrose Values and Behaviours	Essential		✓
Able to engage with vulnerable people and work effectively in highly distressing and challenging circumstances	Essential	✓	✓
Respects and has awareness of the advantages of joint working with other experienced professionals in a multidisciplinary setting	Essential	✓	✓
Able to work flexibly and co-operatively as part of a team	Essential	✓	✓
Able to use own initiative and make decisions independently	Essential	✓	✓
Committed to continual quality and service improvement	Essential	✓	✓
Self-aware and committed to professional and personal development	Essential	✓	✓
Able to accept and respond positively to feedback from supervision	Essential	✓	✓
Other Requirements	Rating	Application Form	Interview
Ability to travel independently in accordance with Penrose policies and service need	Essential		✓



Experience of training staff to facilitate and deliver interventions	Desirable	✓	✓
--	-----------	---	---